

Ephraim Teodoro

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OBJECTIVE	Motivated college student with special interests in Computer Science with experience in customer service and facility management. Aiming to secure a challenging internship position and eager to join a place where I can contribute my programming skills and grow through continuous learning and mentorship.
EDUCATION	<i>Major in Computer Science</i> , Brigham Young University - Hawaii, expected graduation December 2026 Current GPA: 3.96
TECHNOLOGY SKILLS	<i>IDE</i> : Microsoft VS Code, IntelliJ IDEA <i>Programming Languages</i> : Python, Java, HTML, CSS, SQL <i>Programming Skills</i> : Fundamentals, Object Oriented Programming, Database Management, Systems Engineering, Web Development
EXPERIENCE	<div><div><i>Customer Service Representative</i> (05/2018 – 06/2018)</div><div>iQor Philippines</div><ul style="list-style-type: none">• Responded promptly to customer concerns and questions while empathizing with them• Managed minor Technology and mobile device troubleshooting for customers such as payment errors and connectivity problems.• Helped placate irate customers and resolve the issues they have with their network connectivity.• Instructed customers how to navigate their device to resolve confusion and errors regarding their payment</div> <div><div><i>Lead Custodian</i> 06/2023 - Present</div><div>Polynesian Cultural Center, Laie, HI</div><ul style="list-style-type: none">• Collaborate with supervisors and manager of the department to inform of any task that needs their attention• Managed and optimized team schedules, ensuring efficient allocation of resources and adherence to deadlines.• Trained new workers and helped them familiarize the workflow and how to maintain cleanliness while managing more than one area.• Demonstrated strong leadership and organizational skills by coordinating daily operations and maintaining high standards of cleanliness and safety.• Utilized problem-solving abilities to address unexpected challenges, ensuring minimal disruption to facility operations.</div>
EXTRA-CURRICULAR ACTIVITIES	<div>International Collegiate Programming Contest (02/2024)</div> <ul style="list-style-type: none">• Engaged in one of the most challenging and prestigious programming competitions, demonstrating advanced coding and problem-solving skills as a freshman.