Ephraim Teodoro

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EDUCATION

Brigham Young University – Hawaii Laie, HI  
Major in Computer Science 01/2023 – 12/2026   
*GPA 3.96*

EXPERIENCE

* Customer Service Representative  
  *iQor Philippines (05/2018 – 06/2018)*-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

* Competitor  
  *International Collegiate Programming Contest (02/2024)*  
  -Engaged in one of the most challenging and prestigious programming competitions, demonstrating advanced coding and problem-solving skills.

-Worked under pressure to develop algorithms and solutions as part of a team, simulating real-world software development scenarios.

-Gained valuable experience in collaborative coding, time management, and algorithm optimization.  
-Represented Brigham Young University – Hawaii in the regional level

* Lead Custodian  
  *Polynesian Cultural Center (06/ 2023 – 04/2024)*-Managed and optimized team schedules, ensuring efficient allocation of resources and adherence to deadlines.

-Provided on-the-spot support and guidance to colleagues, fostering a collaborative work environment.

-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.

Technical Skills

Languages: Java, Python, MySQL, HTML, CSS

Developer Tools: VS Code, IntelliJ