



## SKIPPER MATTHEW A. PALOMA

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### PROFESSIONAL CAREER

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**Marketing Intern | Figaro Coffee Company Boni. Mandaluyong City**  
**March 2019 - June 2019**

- inventory managed marketing materials and archived the order and delivery receipts using Microsoft Excel and organized a folder system in drawers making it easy to track previous transactions.
- Participated in the videography and photography of the company's products to produce marketing materials.
- Organized the storage of advertisement products to make its flow of replenishment and delivery easier.

**Customer Service Representative | Harte Hanks, Taguig city**  
**August 2018 - July 2021**

- Guided the customers using standard procedures to resolve their technical and billing concerns.
- Empathized with the concern of the customers to give them the assurance that the company will resolve their issue regarding the company's product.
- Fact-checked and Oversaw the accounts of customers if there is a need for information updates securing their accounts from fraud and system issues.

### SKILLS & ABILITIES

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- HTML
- CSS
- Javascript
- SQL
- Microsoft Office Programs
- Google Workspace
- Event Management
- Research and Data collection
- Canva
- Great communication skills (Verbal and Written)

### PERSONAL PROFILE

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I'm a passionate leader and a volunteer in my community. I am good at analyzing, empathizing, and multi-tasking making me a good communicator and problem solver. I have a passion for learning new things; I believe that a productive conversation starts with listening.

### ACCOMPLISHMENTS

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- Vice President for Development | Core PH  
Developed strategies for executing and organizing the leadership events we create to make the participants enjoy and learn at the same time. I also guide my fellow officers on how to implement the strategy that would improve the result of the events. I maintain the connection between all the officers to increase teamwork efficiency.
- Project Manager | IET SOCIETY AT RTU  
Supervised the execution of the projects to achieve a low level of inefficiency. Participated in the decision-making during the strategic planning that helped the students in our course BSIE.

### CERTIFICATIONS

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- Lean six sigma Yellow belt (2022)
- Arizona State University: Greener Apron, Sustainability (2022)
- TESDA NCII: Consumer Electronics (2015)
- Google Certificate in Foundations of Project Management (2021)
- Google Certificate in Foundations: Data, Data, Everywhere (2021)
- SQL for Data Science at UC Davis (2023)

### ACADEMIC HISTORY

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RIZAL TECHNOLOGICAL UNIVERSITY  
DIPLOMA IN INDUSTRIAL ENGINEERING  
TECHNOLOGY