



RAMIER M. CATANGCATANG

VILLA AZALEA, COTCOT, LILOAN, CEBU 6002

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Career Objective

To pursue a job that allows me to enhance my abilities and experiences, helps me grow personally and professionally, and most importantly, a job that encourages me to use my skills and dedication that could benefit me and the institution.

Professional Experience

Office Staff / Encoder ▪ [One Essentials Pharma Corp] (September - December 2016 – February 2017)

- Creating proposals, quotes, invoice, statements, etc.
- Maintaining good records, complete daily back-up to secure records.
- Provided summary of weekly metrics to manager for inclusion in management report.
- Inventory tracking

Product Specialist ▪ [Cebu Vivo Mobile Tech Inc.] (March 2021– April 2022)

▪ Juan Luna Ave. cor. Cabahug Street, North Reclamation Area, Mabolo Cebu City

- Logged phone numbers and email addresses to contact customers for follow-ups
- Upsold products and services to increase company revenue at 80% beyond targets
- Removed malware, ransomware and other threats from cellphones and tablets systems.
- Sells mobile phones with monthly targets.
- Customer service.
- Product Consultation (Cellphones)

Fixed Asset Management Unit ▪ [Cebu Teleperformance IT park] (April 1– November 2022)

- Inventory Management
- Data recovery
- Desktop support
- Maintained clean, safe working environments to eliminate accident risks.
- Inspected products and services to comply with quality standards.
- Built and maintained courteous and effective working relationships.
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.
- Keeps record of every asset devices and software to set up work stations for employees
- Maintain clear records of every moving assets inside the company

Branch Coordinator , [Ninjavaan Philippines.] (January - June 2023 – September 2023)

- Hub Management
- Monitoring manpower performance
- Maintains good daily record tact with monthly targets.
- Maintained clean, safe working environment.
- Receiving and inbound operations.
- End of day process report.

Vcustomers Service Support, [Techmahindra] (September 2023 – November 2023)

- Provided exceptional customer service by responding to inquiries, resolving issues, and ensuring customer satisfaction through various communication channels (phone, email, and chat).
- Managed a high volume of customer interactions while maintaining a positive and professional demeanor.
- Assisted customers with product information, order status, and troubleshooting technical issues, resulting in a % increase in customer satisfaction scores.
- Collaborated with team members and other departments to address complex customer concerns and enhance service delivery.
- Documented customer interactions and feedback in the CRM system to improve service processes and product offerings.
- Trained new staff on customer service protocols and company policies, contributing to a more efficient onboarding process.
- Implemented strategies to reduce response time and improve service efficiency, leading to a % reduction in average handling time.

Application System Engineer , [Fujitsu] (November 2023- 2024)

- Designed and implemented multiple application systems using Angular, NodeJS, and MongoDB.
- Collaborated with cross-functional teams to deliver high-quality solutions on time and on budget.
- Developed and maintained technical documentation and standards, ensuring consistency and best practices across the organization.
- **Front-end Development:** Proficient in Angular and React, with a strong understanding of JavaScript and its ecosystem.
- **Back-end Development:** Experienced in NodeJS, with knowledge of Java and Python.
- **Database Management:** Familiar with MongoDB and MySQL, with a strong understanding of database design and implementation.
- **Low-Code Development:** Knowledge of PowerApps, with experience in rapid application development and deployment.
- **Collaboration:** Proven ability to work effectively with cross-functional teams to deliver high-quality solutions.

Skills and Qualifications

- Filipino and English Language Proficient
- Good Customer and Student Relation Skills
- Computer Literate
- Proficient in Data Entry and File Organizing
- Data Monitoring.
- Computer hardware software troubleshooting.
- Designed and implemented multiple application systems using Angular, NodeJS, and MongoDB.
- Collaborated with cross-functional teams to deliver high-quality solutions on time and on budget.
- Developed and maintained technical documentation and standards, ensuring consistency and best practices across the organization.

Educational Background

Consolacion Community College - Consolacion
Year 2017- 2021 ▪ Bachelor of Science Information Technology