



Rany Boy Vilbar Templado

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ABOUT ME

Information Technology graduate with experience in customer service and internship roles. Detail-oriented and capable of managing high-volume workloads efficiently. Adaptable professional ready to perform effectively in administrative, technical, and customer-facing tasks while maintaining quality and professionalism.

EDUCATION

2021 - 2025 **PERPETUAL HELP COLLEGE | BACHELOF OF SCIENCE INFORMATION TECHNOLOGY**
Completed a degree focused on building a solid technical foundation and a disciplined work ethic. Developed advanced computer literacy and in-depth knowledge of modern technology, including the professional use of Microsoft Office and Google Workspace products

WORK EXPERIENCE

2024 **MUNICIPALITY OF MALASIQUI | IT INTERN**

- Resolved and documented hardware/software issues, improving efficiency office staff.
- Collaborated with teams to analyze problems and develop effective IT solutions.
- Optimized customer service by troubleshooting system errors and providing timely support.

2025-2026 **TELEPERFORMANCE | CUSTOMER SERVICE REPRESENTATIVE - NON VOICE**

- Handled multiple client requests daily through chat and written platforms
- Ensured accurate data entry and proper documentation in internal systems
- Followed SOPs and quality standards to meet productivity and accuracy targets
- Managed high-volume workloads while maintaining professionalism and attention to detail

SKILLS

Technical Skills

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace
- Basic Programming (PHP, HTML, CSS)
- Front-End Web Development
- Version Control Systems (Git)

Customer Service & Professional Skills

- Written and Chat Communication
- Data Accuracy and Documentation
- Problem Solving
- Time Management
- Adaptability and Multitasking

CHARACTER REFERENCES

Anthony Lim Perez
Dean Of College of Computer Studies | Perpetual Help College of Pangasinan
Phone: +639759964609

Rubenson Eduria
School Clerk | Bautista National High School
Phone: +639385751295

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief