



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
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WORK EXPERIENCE

2024	MUNICIPALITY OF MALASQUI IT INTERN <ul style="list-style-type: none">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 <ul style="list-style-type: none">Handled multiple client requests daily through chat and written platformsEnsured accurate data entry and proper documentation in internal systemsFollowed SOPs and quality standards to meet productivity and accuracy targetsManaged 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
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