

Ralph Joeffrey T. Dagondon

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Profile

I am an ambitious Cyber Security student with a strong background in teamwork, project management, and customer service. Having thrived in both collaborative and independent environments, I am eager to apply my cyber security knowledge and diverse experiences in a research-driven, real-world setting.

Education

Diploma in ICT , Don Bosco Technical Institute Makati - Philippines	2018 - 2020
Bachelors of Cyber Security , Macquarie University	02/2023 - Current

Work Experience

Student Belonging Activator | Macquarie University 02/2024 - Present

- Handled a diverse range of responsibilities that includes setting up and managing stalls, preparing engagement materials, assisting with calling campaigns, and providing ushering services during graduations
- Leveraged communication skills in order to provide essential information to more than 300 students daily regarding current activations and events
- Engaged with 80-120 students over the phone per day during calling campaigns to communicate important information and gather data

Student Ambassador | Macquarie University 02/2025 - Present

- Conducted campus tours for incoming Science and Engineering students around faculty related facilities.
- Provided wayfinding assistance, ensuring that event attendees were able to navigate the event area effectively.
- Supported the setup, execution, and packdown of campus events, contributing to a positive student experience

Barista/All-Rounder | Diego's Coffee and Donuts 05/2023 - Present

- Managed high volume transactions (250 - 350 daily), ensuring accurate and efficient sales while performing efficiently and effectively in a fast-paced and high-pressure work environment.
- Engaged with customers in a friendly manner, establishing positive interactions using effective communication, ensuring exceptional customer service

Volunteer Experience

Secretary | Filipino Students Society of Macquarie University 06/2024 - Present

- Enhanced membership experience by streamlining interaction processes with the society.

Director of Events | Filipino Students Society of Macquarie University 06/2024 – Present

- Directed and executed 4 small scale events with approximately 50 participants each, while managing tight deadlines and multitasking under pressure
- Demonstrated strong project management skills through organising logistics, delegating tasks, and ensuring smooth operations during events
- Led multiple team meetings and contributed valuable insight that aided in strategic decision-making

General Officer | Filipino Students Society of Macquarie University 01/2023 – 06/2024

- Collaborated in organizing and setting up events, contributing to event success and membership experience
- Assisted with tasks including email management, social media sponsorship promotions , and general support.

Skills

- Project Management
- Problem Solving
- Time Management
- Customer Service
- Data Collection
- Programming Languages: C, Java, Javascript, Typescript, Python, HTML, CSS
- Cyber Security Tools: Wireshark, NMAP, Linux