

**Rafael Tomaquin**

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**Summary**

A highly motivated individual seeking an entry-level position in a call center to leverage strong communication skills, organizational abilities, and customer service background. Proficient in computer applications, time management, and teamwork. Committed to providing excellent customer experiences and contributing to the overall efficiency of the team in a fast-paced environment.

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**Experience****Parkway Store, San Juan**

**Storekeeper** (January 2020 – September 2024)

- Delivered exceptional customer service by assisting clients with their needs, resolving inquiries, and maintaining positive customer relationships.
- Managed inventory and handled point-of-sale systems efficiently.
- Ensured the store was organized and products were displayed correctly, improving operational flow.

**Tanghulu Store, Las Pinas**

**Vendor** (June 2024 - July 2024)

- Sold and prepared Tanghulu, a Chinese candied fruit snack, ensuring customer satisfaction with quality and service. -
  - Managed daily sales and handled cash transactions. -
  - Ensured cleanliness and proper food handling practices in line with safety standards
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**Skills**

- Strong verbal and written communication skills
  - Proficient in Microsoft Office and basic computer operations
  - Excellent customer service experience
  - Time management and organizational skills
  - Problem-solving abilities and attention to detail
  - Adaptable and able to work under pressure
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**Education****Bachelor of Science in Marine Transportation**

Philippine Nautical and Technological College | 2019 - Present

