

# Raphael Jeru Vicente Umali

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## Education

### La Consolacion University Philippines

Bachelor of Science in Hospitality Management

Malolos, Bulacan

Aug 2019 - 2023

- School scholar for 4 consistent years | CHED - Scholar for 4 consistent years.
- Consistent Dean's Lister for year 2021, 2022, and 2023.
- Overall GWA of 1.60.
- Best in Research Paper 2023 (Team-Leader).
- Events Management (Organizational-Leader).
- Outstanding in Performance awardee.

### DPR - Philippine Academy in Technology and Sciences

Senior-High School: Science, Technology, Engineering, and Mathematics

Plaridel, Bulacan

Aug 2017 - 2019

- School scholar for 2 consistent years
- Overall Average of 89.
- Best in Research Capstone (Team-Leader)

### Bulacan Ecumenical School

Junior-High School

Malolos, Bulacan

June 2013 - 2017

- School scholar for 4 consistent years
- Overall Average of 88.

## Professional Experience

### The Manila Hotel

Customer Support Representative | Operator

Manila, Metro Manila  
February 2023 - May 2023

- Provide exceptional clients/customer support by proactively addressing needs and identifying opportunities for improvement.
- Provide Administrative task like:
  - Filing and keeping data in storage.
  - Answering Inbound Calls to address their concerns.
  - Data Entry thru Excel Spreadsheet.
  - Email Support
- Maintain Customer Relationship Management (CRM).

### Academic Society Online (ACADSOC)

Online ESL Teacher


Remote Work  
December 2019 - May 2021

- Provide instruction on reading, writing, and speaking to individuals whose native language is not English through Virtual Class.
- Provides extra education and support to help a student progress academically and earn qualifications.
- Helping my clients to develop study habits.
- Consistent 5 - Star Rating Instructor.

## Developed Skills

- |   |   |  |  |
|---|---|--|--|
| • Content Creation<br><i>Figma, Canva, Photoshop</i><br><b>Intermediate</b>             | • Video Editing<br><i>Premiere-Pro</i><br><b>Intermediate</b> | • Communication<br><i>English, Filipino</i><br><b>Advanced</b> | • Decision-Making<br><b>Intermediate</b> |
| • Social Media Management<br><i>Facebook, Instagram, TikTok, etc</i><br><b>Beginner</b> | • Project Management<br><b>Intermediate</b>                   | • Computer Literate<br><b>Advanced</b>                         | • Customer Service<br><b>Advanced</b>    |
|   |   |  | • Time Management<br><b>Advanced</b>     |

I hereby swear that the above information are true and correct  
to the best of my knowledge and belief.

  
**RAPHAEL JERU VICENTE UMALI**  
Applicant