

# **RALPH CHRISTIAN R. TEOPE**

064 Panapaan 2 Bacoar, Cavite

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## **OBJECTIVE:**

To obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people.

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## **EMPLOYEMENT RECORD:**

### **DY CUP MILKTEA SHOP**

150 Panapaan II Bacoar, Cavite

June 26, 2024 – up to present

#### **Store Owner**

- Ensures and is accountable for profitability of the store by growing sales and controlling costs of goods, inventory levels, labor, supplies and expenses.
- Develops and executes sales and profit plans that are in-line with budgetary goals.
- Ensures proper team member coverage, scheduling according to the needs of business while maintaining target labor costs.
- Plans, executes, and communicates all sales promotions and new product information effectively and efficiently.
- Ensures that all Company drink recipes and procedures are followed, maintaining the highest quality and consistent product standards.

### **BAIFU GROUP OF COMPANIES / JNMS HUMAN RESOURCE MANAGEMENT SERVICES**

CBC ASIA TECHNOZONE, Emilio

Aguinaldo Highway, Bacoar, Cavite

June 30, 2022 – July 01, 2024

#### **Payment Specialist / Customer Service Representative (Team Leader)**

- Responsible for the daily payment transactions processing (fund in/out).
- Ensuring all payments are processed accurately and in a timely manner, complying with all Standard Operation Procedures.
- Handle all back-office duties related to payments.
- Perform all other support duties as may be required from time to time.
- Handle customer complaints, provide appropriate solutions and alternatives within the limits; follow up to ensure resolution.
- Follow communication procedures, guidelines and policies. Provide accurate, valid and complete information by using the right methods & tools.

## **JCT COMPUTER PARTS**

Gen. Aguinaldo Highway, Bacoar, Cavite

April 19, 2021 – April 22, 2022

### **Computer Support Technician / Computer Attendant**

- Performing maintenance and updates on hardware and software systems as needed.
- Responding to customer requests and emergencies as needed.
- Troubleshooting and diagnosing technical issues.
- Implementing repairs and updates based on diagnostic assessments.
- Providing customers with training on the operation and maintenance of various computer systems.

## **DICTADO TRADING & GENERAL SERVICE**

### **Chin Su Philippines. Co. Inc.**

19 Gen. Aguinaldo Highway, Bacoar, Cavite

January 12, 2020 – March 22, 2021

### **Quality Assurance / Quality Control**

- Analyze and investigate product complaints or reported quality issues to ensure resolution in accordance with company guidelines and external regulatory requirements.
- Assist operations in tracking, documenting, and reporting quality levels.
- Plan, execute, and oversee inspection and testing of product to confirm quality and conformance to specifications and deliverables.
- Develop or update company procedures to ensure capture, investigation, and proper documentation of complaints.

## **CONCENTRIX / CONVERGYS**

SLC building, Makati city

October 4, 2018 – November 22, 2019

### **Sales Associate / Sales Representative**

- The ability to communicate with individuals at all levels in an articulate and persuasive manner
- Excellent customer service skills
- Strong critical thinking and an active listener.
- Excellent phone and email etiquette.
- Technological knowledge with extensive experience using multiple sales software.
- Practiced learning all product description, explaining products to customers, and using this information to better sell items

**LEEKIE ENTERPIRSES INCORPORATED**

Burgundy tower, Makati City

December 8, 2015 – August 8, 2017

**Game Tester/House player**

- Play and test the game repeatedly in different ways and situations.
- Able to work under pressure and meet deadlines
- Understanding of Quality Assurance processes
- Flexible working and the ability to adapt to different processes • Strong attention to detail and patience for repetitive work

**TOTAL INFORMATION MANAGEMENT CORP. (GSIS PROJECT)**

5600 Sergio Osmeña Highway, corner Arellano St Palanan Makati City

May 26, 2015 – September 1, 2015

**Data analyst/Data encoder**

- Filling systems
- Data Archiving
- Compile statistical reports about batches of checks
- Using Microsoft application like Microsoft excels for compiling and recording files
- Using software to encode the specific batches of files
- Standard and accurate encoding of file

**EDUCATIONAL ATTAINMENT:**

**Tertiary** : Asian Care giving & Technology Education Center  
Information and Communication Technology  
(ACTER BACOR)  
2013-2015

**Secondary** : Jubileum Academy of Bacoar 2008-2012

**PERSONAL INFORMATION:**

**Birthday** : May 31, 1994  
**Gender** : Male  
**Birthplace** : Manila  
**Height** : 5'5  
**Weight** : 88 lbs.  
**Civil Status** : Married  
**Religion** : Roman Catholic  
**Citizenship** : Filipino

**SKILLS/ QUALIFICATIONS:**

- Knowledgeable in Microsoft Application.
- Knowledgeable in Computer Hardware
- Knowledgeable in Electronics
- Knowledgeable in Computer Programming
- Knowledgeable in Computer Animation
- Computer Literate
- Can work under pressure

**CERTIFICATION:**

- Computer Hardware Servicing NC II
- Computer Programming NC IV

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**CHARACTER REFERENCE:**

**Mr. Charlemagne Jose**  
PCAC COMPUTER PARTS  
09473176377  
Bacoor City, Cavite

**Mr. Rinnel P. Reyes**  
PJH Lending Company  
09173092717  
Bacoor City, Cavite