

# Ronniel B. Tuazon



Quintos St, Brngy 521 Sampaloc Manila, 1009

[ronniel.tuazon22@gmail.com](mailto:ronniel.tuazon22@gmail.com) / 09542419622

December 22, 1999 / 24 years old

## Professional Summary

Detail-oriented and analytical Computer Science graduate with a strong foundation in data analysis, problem-solving, and process optimization. Experienced in customer support and order management, with a demonstrated ability to analyze data, identify trends, and drive process improvements. Proficient in SQL, Microsoft Excel, and business intelligence tools, with a keen interest in leveraging technology to support data-driven decision-making. Adept at handling large datasets, interpreting insights, and streamlining workflows to enhance efficiency. Eager to apply analytical skills in a challenging analyst role and contribute to organizational success.

## Work Experiences

### Customer Service Representative

*Wonders Corporation, Dumaguete City*

July 2024 – February 2025

- Processed and managed high-volume customer orders from over 3,000 Chinese restaurants across the U.S., ensuring accuracy and efficiency.
- Analyzed order patterns and customer preferences, providing insights to enhance order fulfillment strategies.
- Utilized data tracking and reporting to identify operational inefficiencies, contributing to process optimization.
- Developed strong problem-solving and analytical thinking skills while handling customer inquiries and troubleshooting order discrepancies.

### Amazon Customer Service Representative

*Qualfon Philippines, Dumaguete City*

September – December 2023

- Delivered exceptional customer support by resolving product and service issues through phone, email, and chat.
- Investigated customer account discrepancies, using analytical thinking to identify root causes and resolve billing concerns.
- Maintained accurate data records and documentation, ensuring compliance with company standards.
- Provided feedback on customer behavior trends, aiding in strategic improvements for support services.

### **I.T Support (OJT)**

*Inspiro Relia Inc., Dumaguete City*

June – August 2023

- Assisted in troubleshooting software and hardware issues, ensuring smooth IT operations.
- Gained experience in network management, data backup, and system maintenance.
- Documented technical support cases, contributing to the knowledge base for future problem-solving.

### **Globe Telecom Sales Agent**

*GNP1 Batinguil Dumaguete City*

June 2022 – November 2022

- Utilized customer data analysis to identify sales opportunities and improve engagement strategies.
- Achieved sales targets by developing data-driven marketing approaches and offering tailored solutions.
- Strengthened communication and negotiation skills through direct client interactions

## **Technical Skills & Tools**

- Data Analysis & Visualization: SQL, Microsoft Excel (Pivot Tables, VLOOKUP), Google Data Studio (basic understanding)
- Programming & Databases: C++, SQL (MySQL) (basic understanding)
- Business Intelligence: Google Data Studio, Microsoft Power BI (basic understanding)
- Process Optimization & Reporting
- Problem-Solving & Critical Thinking
- Customer Insights & Business Analysis

## **Education**

### **Negros Oriental State University**

Bachelor of Science in Computer Science (*August 2020 – June 2024*)

- Relevant coursework: *Business Process Outsourcing 1 & 2, Data Structures, Database Management Systems*
- Negros Oriental Governors Scholar (2022 – 2024)

## Undergraduate Thesis

### "Optimizing Stock Market Price Prediction with Hybrid Feature Selection Using Support Vector Machine"

- Developed a hybrid feature selection method combining Correlation Coefficient Filter and Recursive Feature Elimination with Grid Search Optimization.
- Implemented Support Vector Machine (SVM) to predict stock market prices, improving model accuracy through optimized feature selection.
- Analyzed large financial datasets to identify key market trends and enhance predictive modeling techniques.
- Demonstrated expertise in data preprocessing, feature engineering, and model evaluation for financial forecasting.

## Seminars and Training

- **Tech Trends: Cybersecurity (Basic Session)** – DICT Philippines (*Sept 2021*)
- **Agile Methodology & BPM Industry Trends** – CIB.O Cebu (*Sept 2021*)
- **Data Visualization & Dashboarding (Google Data Studio)** – DICT Region IVB (*Sept 2021*)

## Soft Skills

- Strong **analytical and problem-solving** mindset
- Excellent **communication and collaboration** skills
- Ability to work under **pressure and with minimal supervision**
- Customer service and **relationship management** experience

*I hereby certify that the information above is true and correct at the best of my knowledge*

*Ronniel Tuazon*