

# Timothy Raya

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## About

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Sales | Customer Service | Construction | Electronics Repair and Resale

I'm a dedicated and experienced 25-year-old professional with a strong background spanning customer service, electronic reselling, phone repair, and general labor.

With eight years of customer service expertise, I highlight exceptional communication and problem-solving skills across various roles and situations.

With valuable insights gained from a year of manual general labor, I further demonstrated my strong work ethic, attention to detail, and ability to thrive in physically demanding environments.

Additionally, with five years of hands-on experience in operating an electronics reselling and phone repair business, it has equipped me with the extensive knowledge of the cell phone and electronics market, as well as my proficiency in inventory and customer relationship management.

Equipped with a track record that includes delivering high-quality service, effectively managing diverse responsibilities, and achieving business objectives, I aspire to pursue further education in Software Engineering, Full Stack Development, and UX/UI Design at the University of Alberta.

This will facilitate my deeper immersion into the tech industry, aiming to leverage my existing skills and passion for technology to drive innovation and contribute effectively to the tech sector.

## Education

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September 2014 - June 2017 **W.P. Wagner High School, School of Science & Technology**, High School Diploma  
Edmonton, AB

## Work Experience

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June 2024 - Present **Orizon Energy**, Door to Door Solar Sales Representative (Appointment Setter)  
Edmonton, AB

- Participated in regular sales team meetings to share insights, learn from colleagues, and contribute toward collective goals for enhanced overall performance.
- Collaborated with other sales representatives in developing successful strategies to increase overall team productivity.
- Conducted daily prospecting activities to identify potential new clients within assigned territories.
- Learned and implemented consultative selling skills to identify opportunities, overcome objections and close sales.
- Expanded customer base through engaging prospects in meaningful conversations about their specific needs while highlighting relevant product solutions.
- Discussed solar benefits with customers and drew comparisons with power company rates and drawbacks.
- Gathered information from prospective customers to identify solar energy needs.
- Prepared analyses of customer's current and projected electrical usage, demonstrating financial return on investment via new solar panel system introduction.
- Utilized persuasive sales techniques to set up households with an appointment with a specialist (closer).
- Streamlined the scheduling process by implementing an efficient online

booking system, resulting in improved organization.

- Reduced appointment cancellations by consistently confirming dates and times with clients via phone calls and emails.
- Displayed excellent problem-solving skills in addressing scheduling conflicts or other logistical challenges that arose during the appointment setting process.
- Handled complaints and questions, and redirected calls to other team members.

December 2023 - May 2024

**R.A. Malatest & Associates Ltd.**, Telephone Interviewer (Surveyor)  
Edmonton, AB

- Conducted telephone surveys to gather insights on opinions and experiences.
- Utilized telephone communication techniques to encourage voluntary participation in the survey.
- Ensured impartiality in data collection.
- Gathered data and insights from participants during telephone interviews.
- Exceeded daily call quotas while maintaining high-quality interactions, ensuring timely project progress.
- Maintained a comprehensive understanding of company policies, procedures, and guidelines related to telephone interviewing processes.
- Followed call centre protocols when notifying participants of call purpose and use of information.

August 2023 - September 2023

**A&B Rail Systems Ltd.**, Railway General Laborer  
Wainwright, AB

- Maintained, cleaned and organized worksites, minimizing hazards and promoting a safe working environment.
- Loaded, unloaded, and moved material to and from storage and production areas.
- Demonstrated strong work ethic, completing physically demanding tasks under varying conditions.
- Destressed and restressed rail using leggers.
- Installed rail signs.
- Monitored train arrivals and ensured crew safety by giving them hand/vocal/visual signals.

November 2022 - June 2023

**Cell Sensei**, Electronics Sales Lead  
Edmonton, AB

- Resolved customer issues promptly and professionally, turning potential returns into exchanges or future sales opportunities.
- Assisted customers in selecting appropriate electronics based on their specific needs and preferences.
- Developed a loyal client base through personalized service and targeted follow-up communication efforts.
- Applied knowledge of electronics products to educate prospects and customers.
- Offered each customer top-notch, personal service to boost sales and customer satisfaction.
- Manage order processing and oversee accurate shipment of devices.
- Engage with potential customers to negotiate discounted same-day cash purchases of their devices.
- Perform repairs on malfunctioning electronic devices received through shipping, and arrange for their return shipment to the owner.

April 2023 - May 2023

**CKB Construction**, Underground Construction Laborer  
Edmonton, AB

- Utilized a jackhammer to facilitate tunneling for sewer pipe rerouting.
- Continuously loading soil into the wheelbarrow for transfer to a mud bucket, which is then hoisted by crane for surface disposal.
- Inspected underground air quality before going down the hole to continue tunnelling.
- Periodically use stringline to ensure precise alignment during the excavation of the tunnel, ensuring an accurate rerouting of the sewer pipe.

- Mitigated potential hazards with thorough site cleanup efforts at the end of each workday.
- Delivered consistent results under challenging weather conditions or other external factors affecting productivity.
- Maintained organized and clean work areas at all times on job sites.
- Followed instructions and safety protocols to prevent accidents and injuries.

October 2017 - April 2023

**Edmonton Basketball Officials Association (EBOA)**, Basketball Referee  
Edmonton, AB

- Ensured game fairness by accurately interpreting and enforcing the rules of basketball during matches.
- Streamlined communication between officiating crew members by utilizing hand signals and whistle codes effectively during games.
- Maintained a high level of physical fitness to effectively keep up with fast-paced gameplay and make accurate judgments.
- Promoted a positive image of basketball officiating through professionalism both on-court and off-court interactions with players, coaches, staff and fans.
- Provided constructive feedback to new or less experienced officials, promoting their professional growth within the industry.
- Kept games on schedule by efficiently managing timeouts, substitutions, and other disruptions to play.
- Resolved conflicts calmly and assertively, contributing to a positive atmosphere for all participants.
- Developed strong rapport with coaches and players by communicating professionally and respectfully at all times.
- Called game violations with confidence and integrity.

August 2017 - November 2022

**ReCellerz**, Small Business Owner  
Edmonton, AB

- Oversaw and outsourced marketing efforts to attract prospective customers.
- Promoted business via social media to generate leads and maximize brand identity.
- Enhanced company reputation by consistently delivering exceptional service quality to customers.
- Utilized sales and negotiation techniques to successfully convert prospective sellers via text messages and/or phone calls.
- Facilitated a safe, seamless, and expedient cash transaction that offers sellers a quick and hassle-free alternative to private sales.
- Conducted a thorough assessment of the device's condition and authenticity prior to acquisition for resale.
- Acquire and resell phones and electronics at reduced rates from sellers, aiming to maximize profitability upon resale.
- Initiated contact with sellers on Facebook Marketplace to negotiate mutually beneficial purchase prices for their devices, aiming to achieve profitable resale.
- Utilized in-depth expertise in Apple and Android products to assist customers in seamlessly transferring their data between devices.
- Applied strong customer service skills to resolve issues efficiently with effective solutions.
- Performed phone repairs with a focus on accuracy and timely completion, ensuring all issues are resolved effectively.
- Developed and nurtured customer relationships to foster repeat business and expand the client base.
- Maintained a high level of technical knowledge by staying current on industry advancements and device updates.
- Assisted clients with troubleshooting issues over the phone, resolving problems without requiring in-person visits.
- Sold to bulk direct buyers online when stock needed to be liquidated.

September 2022 - October 2022

**Kichton Contracting Ltd.**, General Construction Laborer  
Edmonton, AB

- Kept sites clean and organized to decrease accidents and increase

overall productivity.

- Loaded, unloaded, and moved material to and from storage and production areas.
- Executed daily duties to meet strict deadlines and drive forward progress.
- Demonstrated adaptability by quickly learning new skills and techniques required for specific project needs.
- Assisted in digging, trenching and backfilling trenches and foundations.
- Followed instructions and safety protocols to prevent accidents and injuries.

June 2022 - September 2022

**Vertical Access Ltd.**, Swing Stage Installer (General Laborer)  
Edmonton, AB

- General site and shop housekeeping to keep things organized and ensure a more efficient and safer work environment.
- Handled the loading and unloading of equipment essential for rigging and constructing swing stages.
- Rigged beams and assemble the necessary cables to keep workers on the swing stage safe.
- Built swing stages so workers obtain vertical access to tall buildings.
- Laid out materials and system components to prepare for installation.
- Maintained a safe work environment by strictly adhering to safety protocols and guidelines.
- Collaborated with team members to ensure smooth workflow and successful project completion.

August 2015 - May 2016

**Five Guys Burgers & Fries**, Food Service Worker  
Edmonton, AB

- Greeted customers at the counter to fulfill their requests, answer questions and inquiries regarding menu items and specials.
- Demonstrated knowledge of menu items and corresponding ingredients.
- Operated cash register accurately, managing transactions efficiently while providing excellent customer service.
- Cleaned and organized kitchen, dining and service areas.
- Operated dishwashing and sanitizing equipment according to manufacturer instructions.
- Maintained a clean, trash-free workspace to maximize productivity and safety.
- Restocked supplies and condiments during downtime for expected busy periods.
- Utilized strong multitasking skills to manage multiple orders simultaneously without compromising quality or accuracy.
- Supported team members during peak hours, ensuring smooth operations and minimal wait times for customers.

## Skills and Abilities

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Bilingual and Native Fluency in English and Filipino (Tagalog)

Customer Support and Retention Skills

Tech Savy

Phone Repair Skills

Interpersonal and Emotional Intelligence, Awareness and Skills

Negotiation/Closing

Consumer Electronics Market Knowledge

Hard Working Manual Laborer

## Licenses, Certifications and Other Credentials

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May 2023

Ground Disturbance for Workers

March 2023	Confined Space Entry & Monitor
February 2023	Common Safety Orientation (CSO)
February 2023	H2S Alive
February 2023	Standard First Aid & CPR/AED Level C
October 2022	Fall Protection
June 2022	Construction Safety Training System (CSTS 2020) - Fundamentals
June 2022	WHMIS 2015

## Achievements

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September 2017	Grade 12 Honors <ul style="list-style-type: none"> <li>Averaged a 75% or more in all subjects.</li> </ul>
June 2017	High School Graduation <ul style="list-style-type: none"> <li>Acquired an Alberta High School Diploma.</li> </ul>
September 2016	Grade 11 Honors <ul style="list-style-type: none"> <li>Averaged a 75% or more in all subjects.</li> </ul>
September 2015	Grade 10 Honors <ul style="list-style-type: none"> <li>Averaged a 75% or more in all subjects.</li> </ul>

## Volunteer Experience

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June 2023	<b>BDE Marketing Inc</b> , Charity Fundraising via Door to Door Knocking Number of Hours: 32 Edmonton, AB <ul style="list-style-type: none"> <li>Engage in direct outreach efforts to solicit charitable donations.</li> <li>Utilize persuasive techniques to encourage regular monthly contributions to a charitable cause.</li> </ul>
October 2020 - Present	<b>My Father's Tire and Rim Resale Side Business.</b> , Tire Sales Assistant, Lifter, Mover and Customer Helper Edmonton, AB <ul style="list-style-type: none"> <li>Assist my Father in listing his tires and rims for sale on Facebook Marketplace.</li> <li>Handle the unloading, lifting, moving, rolling, and stacking of tires and rims as required.</li> <li>Provide assistance to customers in loading their tires and/or rims into their vehicles.</li> <li>Facilitate payment processing through cash or electronic transfer methods.</li> </ul>
July 2016 - August 2016	<b>City of Edmonton</b> , Edmonton Green Shack Program (Leaders In Training "LIT") Number of Hours: 60 Edmonton, AB <ul style="list-style-type: none"> <li>Facilitate and manage activities for children to engage them and ensure their entertainment.</li> <li>Assist in overseeing and ensuring the safety of individuals during camp activities.</li> </ul>
December 2012 - May 2015	<b>Iglesia ni Cristo (Church of Christ)</b> , Church Financial Auditor Edmonton, AB <ul style="list-style-type: none"> <li>Precisely audit church contributions.</li> <li>Record financial donations on a spreadsheet.</li> </ul>

References Available Upon Request