

REYBEEN ROMERO



5949 Sampaloc St. Kiko Camarin, Caloocan City | 0956-396-9835 | reybeen21@gmail.com |
www.linkedin.com/in/rybn21

OBJECTIVE

Motivated and detail-oriented Computer Science student with strong experience in customer service and technical support. Skilled in troubleshooting computer issues, assisting users, and handling transactions efficiently. Eager to apply technical and communication skills to contribute to organizational success while continuously developing professional expertise.

EDUCATION

Bachelor of Science in Computer Science <i>St. Dominic Savio College</i>	2022 - 2026
Information and Communication Technology <i>Access Computer College</i>	2020 - 2022
High School Diploma <i>Camarin High School</i>	2016 - 2020

PROJECTS

Thesis Project Based : Student E-Portal System <i>Programmer</i>	2026
<ul style="list-style-type: none">Developed a full-stack web-based Student E-Portal System to address inefficiencies in manual grade access and academic record management at St. Dominic Savio College, benefiting 400+ students and 38 faculty members.	
Capstone : AI-Driven Knowledge-Based Campus Directory System <i>Programmer</i>	2025
<ul style="list-style-type: none">Developed a centralized web-based campus directory system for St. Dominic Savio College to address fragmented access to faculty and staff contact information	

SKILLS

- Technical Support; Troubleshooting; Web Development; Hardware & Software Installation; Customer Service; Time Management; Problem Solving; Adaptability; Microsoft; Data Entry; Networking; Virtual Assistant

EXPERIENCE

The Exchange Regency Residence Hotel <i>On-the-Job Training / Internship</i>	2025 - 2026 <i>Exchange Rd, Ortigas Center, Pasig, 1605 Metro Manila</i>
<ul style="list-style-type: none">Assisted hotel guests with WiFi connectivity issues and basic network troubleshooting, boosting guest satisfaction scores.Provided technical support for electronic door lock systems and TV systems, enhancing operational efficiency.Responded to guest IT-related concerns in a timely and professional manner, contributing to positive guest experiences.Performed inventory checking and documentation of IT equipment in the IT room, improving asset management efficiency.	
Inflatable Toys <i>Customer Service / Seller</i>	2022 - 2023
<ul style="list-style-type: none">Assisted customers with inquiries and product selection, enhancing overall customer satisfaction.Processed sales transactions accurately, including cash handling, resulting in improved sales efficiency.Promoted and sold inflatable toys to customers, contributing to a ~20% increase in sales.	
Computer Shop <i>Computer Attendant</i>	2020 - 2022 <i>Caloocan City</i>
<ul style="list-style-type: none">Managed computer rentals and guided customers through services like printing, editing, and online appointments.Performed operating system installations and troubleshooting of hardware and software issues, ensuring optimal performance.Maintained computer units to ensure smooth daily operations, reducing downtime by ~15%.	