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Al Nahda Sharjah, Sharjah,  
United Arab Emirates 121010

## EDUCATION

Bachelor of Science: Computer  
Science

**Colegio De Sta. Ana De  
Victorias**, Negros Occidental,  
Philippines, June 2017 - July  
2021

## LANGUAGES

English

Advanced

## PERSONAL DETAILS

**Date of Birth / Age:** March 25,  
1998

**Nationality:** Philippines

**Marital Status:** Single

**Visa Status:** visit visa

**Gender:** Male

**Religion:** Roman Catholic

**Passport:** P2552218C

# RALPH MATTHEW SANTILLAN LACSON

## PROFESSIONAL SUMMARY

Motivated individual with experience in customer service and sales. Skilled in building customer relationships and understanding customer needs. Strong communication and interpersonal skills for providing superior customer service.

## WORK HISTORY

November 2021 - June 2023

**BCG Computers - IT Sales Executive**, Lopez Jaena St, Bacolod City , Philippines

- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Shelved and merchandised new products in visually appealing, organized displays to engage customers.
- Used product knowledge, sales abilities and customer relations skills to drive substantial profit increases.
- Guaranteed high levels of customer satisfaction through product knowledge and attentive service.
- Assisted customers with product selection and sales, recommending items to increase transaction value.
- Informed customers regarding promos and warranty services to increase sales.
- Configured software and functions following specifications.
- Carried out new hardware installations and updates, keeping systems functional and secure.
- Worked energetically to maintain efficient operations during peak trading hours.

## SKILLS

- Customer relations
- Customer service
- Hardware inventory management
- Printer setup
- Cabling and wiring
- Driver configurations
- Software development
- Database programming