

# Rico A. Becera

License Professional Teacher

09929338048 · ricobecera994@gmail.com

Brgy.Luan, Dulag , Leyte 6505

## SUMMARY

To obtain a position of responsibilities that can utilize my skill, experiences and keen to work in an environment where I can enrich my knowledge. To help the organization in attaining their goals and objectives.

## PERSONAL SKILLS

- Being detail-oriented
- Excellent Team Collaboration and Relation Building
- Outstanding Customer Service
- Computer literate (MS Word, Excel and PowerPoint)
- Basic knowledge in Networking
- Knowledgeable in Computer Hardware
- Basic Knowledge in Computer Software
- Office Equipment Operations
- Strong Interpersonal Skills
- Financial Management
- Documentation Proficiency
- Excellent Work Ethic and Creative Spirit
- Fast learner and Motivated
- Time Management

## PROFESSIONAL EXPERIENCE

**Visayas State University-Tolosa**

**June 2021-June 2023**

**Administrative Aide (Clerk)**

Accomplishments:

- Managed information on College databases for different organizational activities to track history and safeguard accurate information.
- Greeted visitors and appropriately directed to designated areas.
- Answered phones and performed clerical office functions to address queries, concerns and issues, escalating complaints to management.
- Kept office operations running smoothly and efficiently by implementing procedure and policy improvements.
- Organized and stored hardcopy files.
- Performed administrative tasks, document management and report development for inter-departmental use.

**MLhuillier Financial Services Inc.**

**June 2015-June 2020**

**Assistant Branch Manager**

Accomplishments:

- Actively listened to customer's request, confirming full understanding before addressing concerns..
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Used Microsoft Word and other software tools to create documents and other form of communication.
- Established open communication and positive relationships with co-employees and above ranking peers.
- Improved operation through consistent hard work and dedication.
- Monitored branch inventory to keep stock levels and databases updated.
- Established rapport with new clients to increase satisfaction and loyalty.
- Learned about customer's financial needs established trust and optimized sales opportunities resulting in quality customer service.

**MDR Microwave Sales Inc.**

**May 2014-May 2015**

**OJT Technical Assistant**

Accomplishments:

- Performed diagnostics and troubleshooting to evaluate equipment performance and increase reliability.
- Monitored all parts and devices used on each service call to maintain proper documentation and enable stock replacement.
- Established maintenance plans and oversaw repair work to maintain productivity.
- Inputted repair status on spreadsheets to use and discuss in department quality review meetings.

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## PERSONAL INFORMATION

- Age: 28
  - Place of Birth: Manila
  - Height: 5'4
  - Weight: 80 kg.
  - Date of birth: 10/09/94
  - Gender: Male
  - Marital Status: Single
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## EDUCATION

Elementary		
<b>Manuel L. Quezon Elementary School</b>		2006-2007
Commonwealth Quezon City, Metro Manila		
Secondary		
<b>Mohon National High School</b>		2010-2011
Mohon Talisay City, Cebu		
Tertiary		
<b>Talisay City College</b>		2014-2015
• <b>Bachelor of Science in Industrial Technology</b>		
Poblacion Talisay City, Cebu		
<b>Leyte Colleges</b>		2021-2022
• <b>Diploma in Professional Education (21 units)</b>		
Tacloban City, Leyte		

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## TRAINING AND SEMINARS ATTENDED

- **Electrical and Installation Maintenance National Certification Level II TESDA**
  - **World Class Customer Services**
  - **Pawnshop Briefing**
  - **Know Your Money Counterfeits (KYMC)**
  - **Anti-Money Laundering Act (AMLA)**
  - **Cyber Resilience: Understanding the Evolving Landscape of Data Leaks**
  - **Records and Archives Management**
  - **Generative AI Unleashing Creativity**
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## FAMILY BACKGROUND

- Father's Name :  
**Ricardo Ruiz Becera** Occupation : Welder
  - Mother's Name :  
**Rowena Agullo Advincula** Occupation : Housewife
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## CHARACTER REFERENCE

- **ATTY. EDREN E. MARGALLO** 0945994155  
Public Attorney  
Palo, Leyte
- **ENGR. CONRADO A. ADVINCULA** 09214262339  
Proprietor 3A's Builder  
Burauen, Leyte
- **ROSE ANN D. AGUJA. Ph.D** roseann.aguja@vsu.edu.ph  
VSU-TOLOSA - College Instructor  
Tolosa, Leyte