Portfolio

Mc Rayven Angelo T. Tiongson (Intern)

> Terraland Europe (Company)

May 27 - August 21 2024

mcrayventiongson10@gmail.com

www.linkedin.com/in/mc-rayven-angelo-tiongson

TABLE OF CONTENTS

Introduction	2
Internship Experience	3
Skills and Competencies	4
Achievements and Contributions	5
Work Samples	6
Reflection	8

Introduction

I'm Mc Rayven Angelo Tiongson, 21 years old, currently taking a Bachelor of Science in Information Technology with a major in Network Administration at Panpacific University, Tayug City.

As an online intern at Terraland Europe, I have been assigned the position of Customer Relationship Management Manager and have acquired important skills and experience in managing the CRM data of the company. Some of my responsibilities include managing data in Excel sheets, working on Hubspot CRM-related tasks, and contributing in creating the contacts in data sheets from website resources. One of my objectives as a CRM manager is to develop various systems that will strengthen the relationship between the organization and its customers. I have also improved my observational skills, become proficient in using Hubspot and Google Sheets, and enhanced my ability to manage my time schedule between my personal life and working through the internship effectively, which will become a useful asset in my journey as a future IT professional in the industry.

Throughout the time of my internship at Terraland Europe as CRM Manager, I learned that we are responsible for the safety of our company data, and we need to be careful in organizing the CRM and data sheets that contain a huge amount of personal information of the clients. Being attentive to detail is a must in our daily tasks. Checking every specific piece of information will affect the accuracy and integrity of the data before it is finalized for approval and imported into our Hubspot CRM contacts for clients and the company.

Internship Experience

My task as the CRM Manager is important because there are some several steps of crucial process before it will be stored in the company Hubspot CRM, first is I need to get the source of data either our director will provide the data files or we are going to create a master sheet and copy and paste the data from the resource websites based on the instructions of our director, next will be checking the details of the data gathered specifically their spelling, fonts style, date of birth, the list of names, city, address, email and other related information. After completing the revisions of data in excel or google sheets we are going to properly rename the files for better data management, it is also used for verification purposes, and to avoid confusion when validating certain information. Another part of my responsibility is to import the revised Masterlist data in our Hubspot CRM contacts at Terraland Europe and Kutitap Collective that will be used for business operations of the company.

Additionally, I also handled organizing the Thrive Clients spreadsheet for final revisions that will be transferred to our CRM contacts on Hubspot after getting approved for final checking. We have been assigned to create new Hubspot CRM contacts that contain the details of the previous and latest 24 intern student contacts, including myself, from the companies of Terraland Europe, Tinig UK, and Kutitap Collective. We also created a sample marketing email and forms about celebrating a Christmas party with a list of foods and drinks they can choose from, which will be sent to the interns email to collect their response.

One of my major projects is to create the registration forms for Internship and Palooza event of Izar website portal in Hubspot. This experience taught me how to use the Hubspot advanced configuration tools for custom properties, mapping out the data from our imported data files, and using important features of Hubspot for efficient task management. Moreover, I also tried to test on how to create custom report on our Hubspot and also got assigned to demonstrate some of the advanced filter options in editing lines from our CRM Hubspot contacts. In this process of my tasks, I've learned the importance of mandatory acceptability testing, effective communication with my CRM colleagues, and the value of data analysis in enhancing the overall quality of our contacts in the CRM..

Skills and Competencies

I have developed and enhanced my skills in CRM and Research tasks. Particularly in facilitating data for more organized and accurate information, my data analysis skills has been significantly improved. Renaming files properly and recording important information strengthened my attention to detail and validity in handling sensitive data of our company clients. My data management skills in Hubspot has been greatly improved throughout my internship experience. Planning and organizing the CRM contacts enhanced my project management capabilities. Overall, these responsibilities have provided me with a better foundation in improving my CRM skills and a comprehensive understanding on how to use Hubspot from basic to advanced methods in CRM management department.

How can I apply the skills I developed and enhanced during my internship? I can use time management skills in my daily life by arranging and scheduling tasks so that there is no confusion or uncertainty about what I should prioritize. This is significant since it allows me to predict when I will finish the tasks at hand. Communication skills will allow me to convey ideas clearly and effectively, whether in interactions with friends or family or when working with colleagues in the future. Applying the abilities I learned throughout my internship will tremendously enhance my personal and professional life in the future.

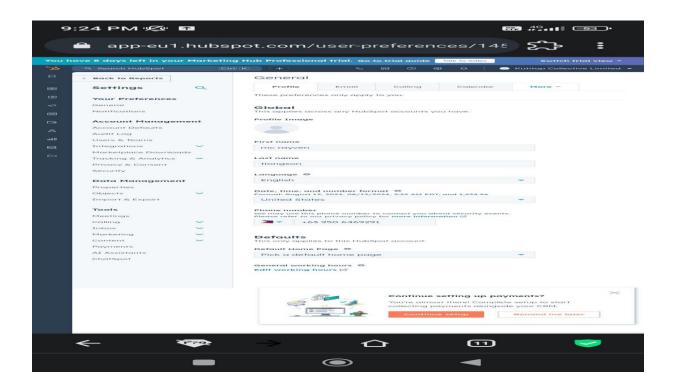
Achievements and Contributions

In the Izar website portal, we have been assigned to create a registration form for internship applications and another for the Weekend Palooza event using Hubspot forms, and all the users who fill out the forms will be stored directly in the Kutitap CRM contacts section of Hubspot. We also contributed to managing, editing, and validating the quality of the masterlist data of Terraland Europe and Kutitap Collective in Hubspot before it was imported into the CRM contacts.

Work Samples

:05 PM 🕸 🖬		623 A ^o	<u>-67</u> -	←		\$ <i>č</i>	— (2+
		· —	-					
					Tu Tu	Monal Burviv	Excel File or(Completely Che	chard by Playson
Company Rame Updated Logo	Atoney Transfer Services	Tangat Clients	urnia, um Writer	Adrian	wa	Registration skend Palooza_LAST (Cor	(Completely Check mpletely Checked t	by Christine, Ray
k. Transfer Ge Ltd.		and businesses who ward to send and reasive	Crist Stores	America America		AUG_GeeKNB Roleta I AUG_GeeKNB Roleta I	Registration Completely Registration Completely	Checked by Checked b
		with companies and arga rate		Aeron Aeron	w	Registration skend Palooza_LAST (Cor	(Completely Check mpletely Checked t	by Christine, Ray
			_	Alman Alman		Database Geel	KNB(Completely of Registration Comp	tetely Checked b
P. Inipara Limited	Mental Realthcare Services	Fitney Therapy Ordina Largela Filipheas overseas, Hilpheas deverteens, and abber related members seals		in ora	we.	Lakas Ng Lima 2 skend Palooza LAST (Cor	B July(Completely mpletely Checked t	checked by Jack by Christine, Ray
		Filiptics. Arrestsans, and adhar rationed monitors seals extinently semilitive monitor leadship coppose. They do cater to studies any young producemental, encourate dis- ared families or couples meeting therapy		Aira Aira		Lakas Ng Lima Bea Lakas Ng Lima Bea	ason 2 (Completely son 2A (Completel	Checked by Ch
		with an understanding of Highlin nutural dynamic				AUG_GeeKNB Rolets	(Completely Check Registration Completely Check	tetely Checked b
				20 Alerse 21 Alerse 24 Alerse 25 Alerse 26 Alerse 27 Alerse 28 Alerse 29 Alerse 29 Alerse 20 Alerse 21 Alerse 22 Alerse 23 Alerse		Lakas Ng Lima 2 Lakas Ng Lima 267	3 July(Completely anon 2 (Completely	checked by Ch
3. Bryles care agency	Resultment agenty & Healthcare services	Public and Private Inspitals Educity, Hursing, Nantal Health & High Dependency G	Antes Westham	Aldous Aldwin		Lakas Ng Lima Sea	mpletely Checked I	by Checked by Ch by Christine, Ray
			1	an Aldrin		Database Geel	KNB(Completely of KNB(Completely of	hecked by Playve
				Aldrin Benedict		AUG_GeekMB Roleta	Registration Completely	by Obristine, Ray letely Checked b
				Algo Algo	·····	skend Palanza_LAST (Cor Registration	(Completely Checked I (Completely Check	ked by Christine)
Ingreens Fingenial Belations	maurance and Protection	Looking for presented incommon the health, Ma, auto, forma, and dealthy reverage. Small to medium dae businesses socking protection	- 101 East	Alijo Antijo Jažylo Jažyl		Registration IMP_KRIS ((Completely Check Completely Check	ked by Christine) ad by Christine)
00.		Breat to medium size businesses seeking protection for their accets, employees, and operations.	-	an Allen Edward		Contact Informati	on - 1 (Completely	checked by Ray
				Alien Edward		MailingList-3 Plagistration	(Completely Check (Completely Check	ked by Jackilyn) ked by Ghristine)
				Armel Jazyte Armel Jazyte		Neverslaar Bala IMP_ERRIE (Completely Check	ed by Christine)
			_	40 Amiel Jagryte		MailingList-1	Completely Checked I (Completely Check	ked by Christine, Ray
	Jewelry store	Paulie Associately affect collector form and rare to fir presentery for an exception, the		40 Arna Jacryla		TGP - Contact Info Database Ceel	mation (Complete) KNB(Completely of	ly Checked by Je
- Parlane second (CAR) LLB.		Raid Research of their an angulate possiblery much offer exitationity non-everyone can afferd right away a good		Mangelo		Database Geel Registration skend Palooza, LAST (Cov	(Completely Check mpletely Check	ked by Christine)
		Pactific Assesses Rode solution to that discouns by discinging away proclease place and others much of pro- to make it advertisity.		Angelo Anna		AUG_GeeKNB Pioleta	Plegistration Compl Plegistration Compl	letely Checked b
		to make it affendakte.		 Antipation of termine ter		AUG_Geekhill Roleta Database Geel	Registration Completely cl	heated by Rayve
				Antonio Jr. Antonio dr.	·····	Plegistration	(Completely Check	ked by Christine) by Christine, Play
		Life Filipine eliterns and other consumers looki	ing an	en ornet		Database Geel Database Geel	KNB(Completely of	hecked by Rayve
B. Ballarby's Passar Ltd.	Unline Food Betall Store	r tood products online from Pallippine		an Barr		Lakas Ng Lima Sea Lakas Ng Lima 2	son 2A (Complete)	by Churchard by Cit
				es Deverty		AUG_GeeKNB Roleta Database Gee	Registration Compl KNB(Completely cf	tetely Checked b
								-+
			_					2033
_	\bigcirc	-			-			
06 DM (6 P				9:06 PM % 🛙	Ť		878 4G	
06 PM 🖄 🖬								
		820 -F2+11 C	-57-1					
				`				-
	\$			``				•
-	Ð		:	`				
A First Name	0 		: P 1 P	Plane of the Organitation	Location	#8 Hold profile of the c	ammunity	Email address & Cont
A First Name	0 		: P 1 P	Name of the Organization	Leustine Cardina Lin	PB Took profiles all the o Interset/processing brack.com	contentantes	Email address & Cont
A First Name	0 		P + L ty + Co Alle Ma Ma	Name of the cognitization	Louither	ette block paratilite all the et	annathanning .	Email address & Cont
A First Name	0 V Ca Gi U Mi Mi	et Name baon boon boon boon boon boon boon boon	P + L ty + Co Alle Ma Ma	Name of the Association	Louither	Pie finis provides of the o Antiper J/www.facebook.com	somerstander	a a a a a a
A First Name The 7 June 40 1772 DAMAGE 1772 DAMAGE Angela	0 V Ca Gi U Mi Mi	et Name baon boon boon boon boon boon boon boon	P + L ty + Co Alle Ma Ma	Hand of the theoremains	Louither	•• Rok proving of the o		Email Addition & Court
A First Name T972304400 Andrew 1772304400 Andrew 1772304400 Andrew 1772041370 Antonio 17710041370 Antonio	B Ca Ga Ga Till Mill Mill Ba Th		P + Allet y Col Mai Mai Mai Jos Pin Awi Bot Bot Bot	Name of the Strategisterion	Louither	40 km posto u da e	anninually VATBA.mannines	Contact Indo not
A First Name Treat Name Transletovi 1720000000 Androw 172000000 Androw 1721000000 Andromo 1721000000 Andromo 1721000000 Andro 1721000000 Andro 1721000000 Cantin 1721000000 Cantin	B Ca Ca Ga Mili Mil Mil Mil Mil Mil Mil Mil Mil Mi	C C	P + + y Coi Mai Pin Jos Pin Alie Mai Biy Biy Biy	Annual of the Descentions	Louither	Pie lank produkt of the st	Antonious y	Contact Information
Pres Name	B Ca Ca Ga Mili Mil Mil Mil Mil Mil Mil Mil Mil Mi	C C	P Con Alle Mei Mai Pin Jos Bot Bot Bot Bry	Herein of the Constantions	Louither	de forte province of the of Teleforce/Annual Resetbooks, com	dATTAC	Contest info con
A Trian Manne Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Vrzesowiakow Andrew Kalina Andrew Vrzesowiakow Andrew Kalina Andrew	B Ca Ca Ga Mili Mil Mil Mil Mil Mil Mil Mil Mil Mi	C C	P Con Alle Mei Mai Pin Jos Bot Bot Bot Bry	Minister de la constante Ministe A constanteur A Agénery	Louither		anostrandry volation Annual Income	Contact address & Conta
A Transformer Tra	B Ca Ca Ga Mili Mil Mil Mil Mil Mil Mil Mil Mil Mi	C C	P Con Name Pin Alice Man Pin Alice Man Dos Pin Alice Man Dos Pin Alice Man Dos Pin Alice Man Dos Pin Alice Man Dos Pin Alice Man Dos Pin Alice Man Dos Pin Alice Man Dos Pin Alice Bay Strategra (Con Dos Pin Alice Man Dos Pin Alice Bay Strategra (Con Dos Pin Alice Man Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Alice Bay Strategra (Con Dos Pin Strategra (Con Strategra (Con Strate	New Oliv Variation	Louither		and the second s	Annal addes & Cont
A First Hames - Firs	P C C C C C C C C C C C C C C C C C C C		y Con Main Main Main Main Main Main Base Base Base Base Base Base Base Tran Tran Tran Tran	Arres of the Desimation	Louither		mennen og som	
A Antireve Anti	Car C	Second Seco	y Con Main Main Main Main Main Main Base Base Base Base Base Base Base Tran Tran Tran Tran		Louither	48 biological da da da biological fondatione da anno resources constructiones da anno resources constructiones da anno constructiones da		
A First Name Tory Status Providence Pro	8 Catalogue Cata	A market	y Con Main Main Main Main Main Main Base Base Base Base Base Base Base Tran Tran Tran Tran		Louither			
A Pres Hames International Andream Press Andream Andre	Can C	Constant of the second se	y Con Main Main Main Main Main Main Base Base Base Base Base Base Base Tran Tran Tran Tran		Louither	48 biolog geschie of the or biological fragment frag biological geschiert Biological / Joseph Cale Biological geschiert Biological / Joseph Cale Biological geschiert Biological / Joseph Cale Biological geschiert		Contest today and
A Fred Hames 1000000000000000000000000000000000000	۲ د د د د د د د د د د د د د د د د د د د		Alle Alle Alle Alle Alle Alle Alle Alle		Louither			
Transmith		Constraints Constrain	P ▼ Alle Alle Alle Alle Alle Alle Bry Bry Bry Bry Bry Tran Ync Bry Com Com Com Com Com Com Com Com		Annual Control of Cont	48 biolog section of the or biological fragment frag biology and section of the original fragment fragment fragment section of the original fragment fragment fragment biology of fragment fragment fragment fragment biology of fragment fragment fragment fragment biology of the original fragment biology of the ori		
Transmith		Constraints Constrain	P ▼ Alle Alle Alle Alle Alle Alle Bry Bry Bry Bry Bry Tran Ync Bry Com Com Com Com Com Com Com Com		Annual Control of Cont			
Control of the second sec	Car C	Compared and a second and a second	P · C		Annual Control of Cont	Po base problem of the or Hilden //www.facebase.amm Hilden //www.facebase.amm Hilden //www.facebase.amm Hilden //www.facebase.amm		
A Print Name Print Part Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Pa	Can C		P · C		Annual Control of Cont			
A Print Name Print Part Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Part Print Pa	Can C		P · C		Annual Control of Cont			
			P - CAR Ada Ada Ada Ada Ada Ada Ada Ada		Annual Control of Cont			
	Can C	Constraints Constrain	P - CAR Ada Ada Ada Ada Ada Ada Ada Ada	Ages Trees Address	Annual Control of Cont			
	Can C	A second se	2 2 2 2 2 2 2 2 2 2 2 2 2 2		Annual Control of Cont			
	• Cat Gat Gat Gat Gat Gat Gat Gat Gat Gat G		P Care Care Care Care Care Care Care Care	Ages Trees Address	Annual Control of Cont			
First Name First Nam		Constant According to the second	P Care Care Care Care Care Care Care Care	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania	Annual Control of Cont			
First Name First Nam		Constant According to the second	P Care Care Care Care Care Care Care Care	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania	Annual Control of Cont			
A Anterward Ante			P → k → Ann Y → Ann Ann Ann Ann Ann Ann Ann Ann	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania	Annual Control of Cont			
A Anterward Ante			P → k → Ann Y → Ann Ann Ann Ann Ann Ann Ann Ann	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania	Annual Control of Cont			
A Andrew Antonyo Anton			P → k → Ann Y → Ann Ann Ann Ann Ann Ann Ann Ann	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania	Annual Control of Cont			
August Antipage August Antipage			P → k → Ann Y → Ann Ann Ann Ann Ann Ann Ann Ann	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania	Annual Control of Cont			
August Antipage August Antipage			P → k → Ann Y → Ann Ann Ann Ann Ann Ann Ann Ann	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania	Lucidar			
August Antipage August Antipage			P Care Care Care Care Care Care Care Care	Agen house Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania Add Halanda Areania	Annual Control of Cont			Contast Info not
For Name August Augu	Can C		P ■ P ■	Adams Treat Adams Addms				Context info net
			P → k → Ann Y → Ann Ann Ann Ann Ann Ann Ann Ann	Adams Treat Adams Addms	Lucidar			Contast Info not

42- 10-22	nch nam	er - Create Date -	Last Activity D., -	Advanced filters (0)	All reports	10	All reports	
D		tar, pitterran, arrecti 🔍						
				Export Bull cohory	Custom muorts	0	Search reports	a
			1 CITY :	FIRST NAME	On Downboards	10	montenent Any -	Durieri Anyone *
		TINTON Rhop		T HE TENK	Not on Doubbooks	0	Loui vardatech	HHUDDAYYYY HE B HHUDDAYYYY
	0	Byan Tiongson	Toryog	Hyan	Restore deleted reports			BARNE T
		June Bigel	Mamile	Josef	-			ID Received allocks by rectorach
		Jeanity Buen	Tayug	Jeanity	Analytics suites			
		Maria Johnson (Bamp-	Test form value	Moria	Toattis			© Landing page submission totals
		Donald Dask	Phorida	Danald	Co Soles @			
	0	CRISTINA Tiu Donald Dumpling	Toyog	CRISTINA	Service G			C Instal interactions by network
8	-	Christine Pajo	Toyug	Christine				thew contact conversions from ads
8		Zoshun Dumosco	Tayog	Joshua				
	-	Raymart Tiongson	tavua	Revenuert				© Ad allebs by second network
		Roger Tlongson	tisbel	Roger				
	0	Juan Dela Cruz	Tayuq	Juan				O Marketing small totals by open rate
	-	Bigen Bilyn	Bon Juon	Mizzo				I Form submission totats
		Krystel Gwyneth Pine	Mulalars City	Krystal Gwyneity				
		Sopido Corlito	Desmartises	Sepide Certite				O New visitor session totals by day with
	0	Jimhand Sala	Daveo city	Jimhand				
10	0	Loraine Quinoit	Coloscon City	Loraine				© Ermit sent, spened, and click totals by
		Dan Rey Montees	Bolingos City	Don Ney				O Contacts must recently created by sou-
		Jonine Panique	Colocon	Janine				
		Fe Nujapa	Davao City	Fee				
		John Benedict Tobil	Sto. Domingo	John Benedict				
	0		Antipolo City	# G				
	0	Dyesebel Ambos-bob.	Desmorines	Dyesebel				
	1	Richmond Rofoel	Bologram	Richmond				



Reflection

During my time as a student intern at Terraland Europe, I discovered a lot about myself while also developing and learning new skills. Another thing I discovered is that I am capable of performing duties in our company's Research and CRM departments. On my first day as an intern, I was nervous about being assigned to this role because I knew CRM Manager had many important responsibilities, such as checking the accuracy of data sheets, learning how to properly use Hubspot configuration tools for CRM contact management, and extracting reports from the data we needed for the company. At first, I knew I couldn't handle it all because I wasn't used to it. However, as days and weeks passed, I became used to the tasks assigned to me as CRM Manager and I can say that I now enjoy it. The workflow has become smooth and efficient, thanks to my fellow CRM colleagues and our director who guided us on what to do and provide tips on how to make our jobs easier.

My internship experience at this company has been more fun because of our director's supervision and compassion for us interns. I can state that he has not fallen short in any manner, as he constantly makes sure that we learn as much as possible to prepare us for our future careers. Throughout my internship experience at this company has been made more enjoyable thanks to our director guidance and caring for us interns. Additionally, he provides us with incentives to motivate us in our work. One of the biggest incentives he gave us was sponsoring our company outing and our entry fee for the Lakas ng Lima ML Tournament. Because of this outing, we got to know our colleagues better, and it helped us to develop our interpersonal relationships, which greatly benefits our work by facilitating easier communication between each other and across different departments.

I am extremely grateful for this internship experience since I have learnt a lot of valuable skills that I will be able to apply in my future profession and daily life. Thank you for this internship because it allowed me to get to know my capabilities, improve my work-related skills, learn new things, and communicate with new colleagues and friends.