

Portfolio

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(Intern)

Terraland Europe
(Company)

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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

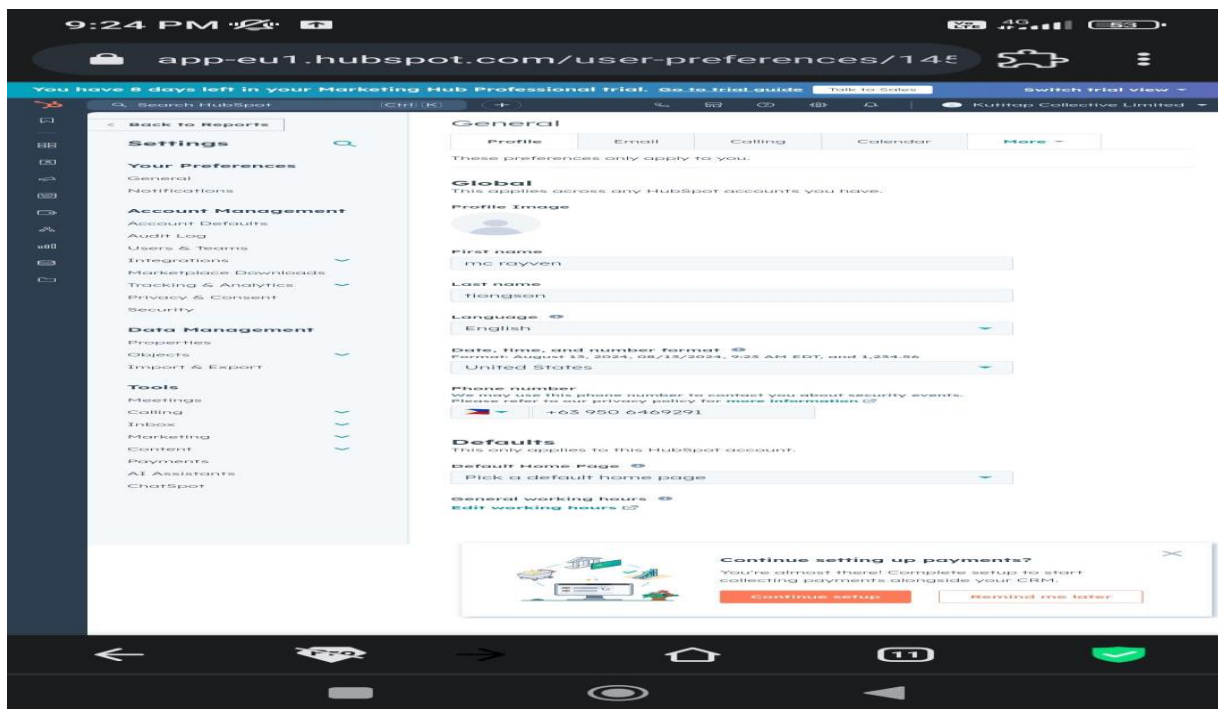
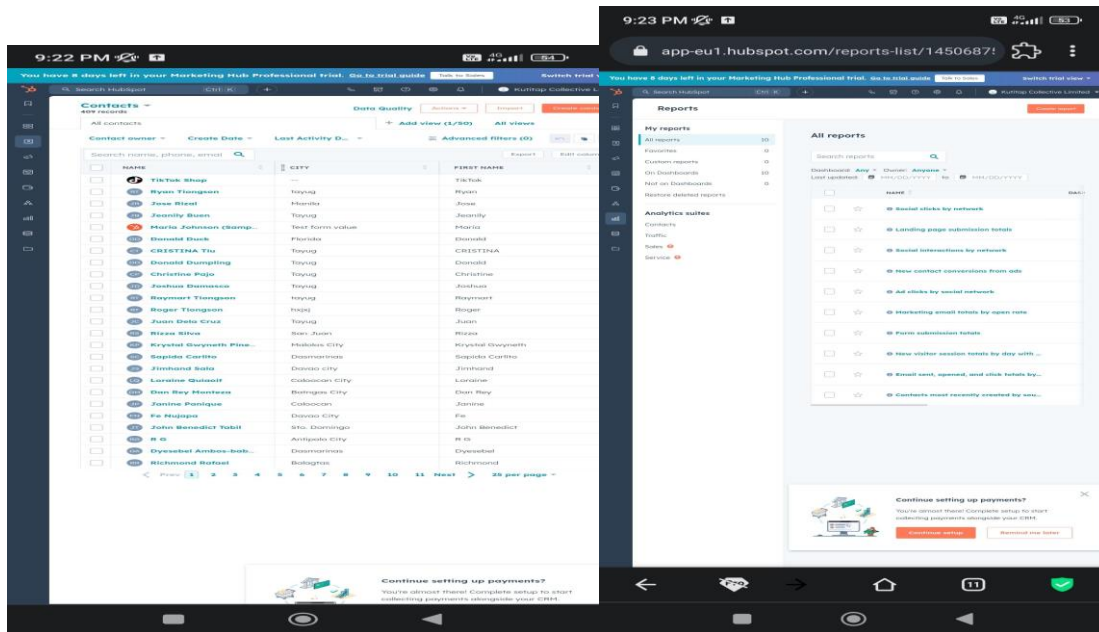
In the Izar website portal, we have been assigned to create a registration form for internship applications and another for the Weekend Palooza event using Hubspot forms, and all the users who fill out the forms will be stored directly in the Kutitap CRM contacts section of Hubspot. We also contributed 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

Company Name	Service Name	Service Description	Image	Price
1. Transfer Visa Ltd.	Business Transfer Services	Help transfer Visa to individuals, companies, businesses, and businesses who wish to start and control their own business, quality and control.		US \$100
2. United Medical	Medical Healthcare Services	From Therapy (both in-person, physical therapy, physical therapy, and other related services) helping patients receive medical health services. They also offer services, using professional, individualized care, and facilities for complete medical attention.		US \$100
3. British Visa Service	Business Transfer Services	Public and Private Companies, Public, Private, Non-Profit, and Non-Profit Services.		US \$100
4. Business Transfer Services	Business Transfer Services	Looking for professional services like health, law, real estate, and business services.		US \$100
5. Public Health USA Inc.	Healthcare Services	Not licensed to provide medical services, but we can help you find the right medical services for you.		US \$100
6. Medical Transfer Ltd.	Business Transfer Services	Help transfer Visa to individuals, companies, businesses, and businesses who wish to start and control their own business, quality and control.		US \$100

ID	First Name	Last Name	City	Country
1	Andriana	Clampbell	Alto	Mal
2	Angela	Gibson	Tilco	Mal
3	Antonette	Tilco	Mal	Mal
4	Arturo	Manuel Jr	Alto	Mal
5	Arthur	Nelva	Alto	Mal
6	Asif	Ali Beg	Alto	Mal
7	Bobby	Bago	Alto	Mal
8	Carlton	Thomas	Alto	Mal
9	Calvin	Durant	Alto	Mal
10	Carla	Roebuck	Alto	Mal
11	Catherine	Wigley	Alto	Mal
12	Cecil	Yee	Alto	Mal
13	Chanel	Pedrona	Alto	Mal
14	Cynthia	Ward	Alto	Mal
15	Daniel	Faisal	Alto	Mal
16	Daniel	Curran	Alto	Mal
17	Danna	Quinto	Alto	Mal
18	Daumantas	Dotlikas	Alto	Mal
19	David	Houghton	Alto	Mal
20	David	Herr	Alto	Mal
21	Erberto	Almasan	Alto	Mal
22	George	Pratt	Alto	Mal
23	George	Sheren	Alto	Mal
24	Guo	Corradillo	Alto	Mal
25	Heidi	Phillips	Alto	Mal
26	Helen	Belford	Alto	Mal
27	Helen	Bormann	Alto	Mal
28	Janece	Giamara	Alto	Mal
29	Jesselyn	Bosco	Alto	Mal
30	Juan		Alto	Mal
31	Juanita	Labevisius	Alto	Mal
32	Juanita	Moran	Alto	Mal
33	Kristel	Bambutan	Alto	Mal
34	Lloyd		Alto	Mal
35	Lynn	Singerson	Alto	Mal
36	Markus	Estilo	Alto	Mal
37	Markus	Mora	Alto	Mal
38	Mary	Hodges	Alto	Mal
39	Matthew	Nagao	Alto	Mal
40	Michael	Chaudhry	Alto	Mal
41	Muraca	Mellon	Alto	Mal
42	Paul	Brown	Alto	Mal
43	Paulina	Tinsley	Alto	Mal
44	Philip	Williams	Alto	Mal
45	Rhea	Bernard	Alto	Mal
46	Ronald	Albano	Alto	Mal
47	Rovermo	Flutillas	Alto	Mal
48	Ruthy	Rodriguez	Alto	Mal
49	Samantha	Houng	Alto	Mal
50	Sarah	Fern	Alto	Mal

Name of the Organization	Location	FB the profile of the company	Contact Info and Email
British Association	London, UK	https://www.facebook.com/UKBA/	Contact Info and Email
Alpha	Info not found	https://www.facebook.com/alpha/	Contact Info and Email
Alpha Truck	8 Manor Farm Road, Hemphel	https://www.facebook.com/alpha/	Contact Info and Email
Alpha Home Care (Home Support)	Postville Centre, Altrincham United Kingdom	https://www.facebook.com/alpha/	Contact Info and Email
Alpha of Home Care (Home Support)	Northwick Island, Europe	https://www.facebook.com/alpha/	Contact Info and Email
Alpha UK (Home Care) United Kingdom	London, UK	https://www.facebook.com/alpha/	Contact Info and Email
Alpha UK (Home Care) United Kingdom	Beveridge, United Kingdom	https://www.facebook.com/alpha/	Contact Info and Email
Association of Home Care (Home Support)	8 Woodland Road, Hemphel, North, UK	https://www.facebook.com/alpha/	Contact Info and Email



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.