Portfolio

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Introduction

I'm Russelle M. Vertudazo, 37 years old, Currently Studying Bachelor of Science in Information Technology at Panpacific University, Urdaneta city.

During my internship at Kutitap Collective, I worked in the Customer Relationship Management (CRM) department, where I focused on organising and cleaning data in Excel. I also took on administrative tasks, which helped me improve my organisational skills. This experience gave me a better understanding of how CRM works and allowed me to support the team in different ways.

Internship Experience

As an administrator I am responsible for managing day-to-day tasks that helpthe company or organization run smoothly. This includes organizing files, scheduling meetings, handling communications like emails and phone calls. They may also assist with budgeting, preparing reports, and supporting other staff with their work. Overall, an administrator plays a key role in keeping everything organized and ensuring that operations flow efficiently.And working at the companies CRM I am responsible for managing and organizing customer information to help the company better understand and serve its customers.

My key responsibilities are to ensure proper use and handling of sensitive information of interns, such as their emails and phone numbers. It is also my responsibility to communicate interns' messages or concerns regarding their tasks to our director. And also at CRM I make sure all the data that is being uploaded in the CRM is correct.

One of my major projects is editing bulk data and importing it in HubSpot, the company's CRM. As an administrator, my major projects are creating forms for attendance, sheets for links for the interns online Portfolio, Checking interns diary.

Skills and Competencies

After working as an administrator and in CRM at a company, I developed several important skills. I become better at organising and managing data, which helps me keep everything in order. My communication skills improve as I interact with my team members. Time management skills get stronger as I juggle multiple tasks, and my attention to detail improves because I need to ensure data is accurate and processes run smoothly. Overall, I become more confident in handling various responsibilities and supporting the team.

How can I apply the skills I developed and enhanced during my internship? For time management skills, I can use time management skills in everyday life by planning my day and setting priorities. Start by making a list of what I need to do and decide which tasks are most important. I Use a calendar or planner to schedule my tasks and set reminders for important things. Focus on one task at a time instead of trying to do many things at once. Applying attention to detail in my everyday life can really help me manage tasks more effectively. For example, keeping my space organized and putting things back in their place can save time and reduce stress. When handling my finances, carefully checking bank statements and bills helps me avoid mistakes and manage my money better. Staying on top of deadlines and appointments ensures I don't miss important events. Reviewing documents and emails for errors before sending them maintains professionalism. Lastly, noticing and fixing small issues around my home , like a loose screw or a flickering light, can prevent bigger problems later. Using attention to detail in these ways improves my efficiency and overall quality of life.

Achievements and Contributions

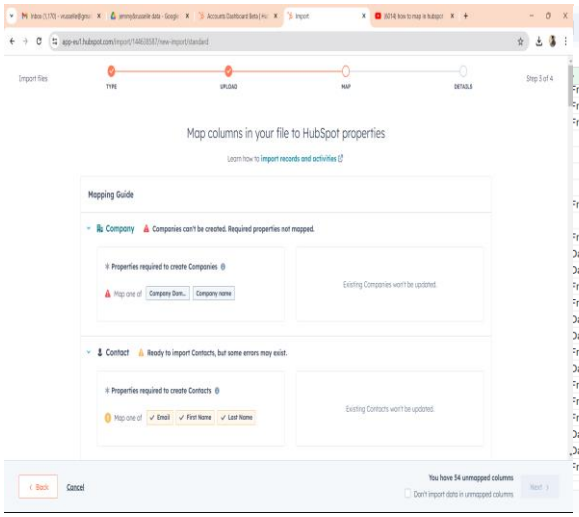
During my internship at Kutitap Collective, I made valuable contributions in both CRM and administrative roles. In CRM, I learned and worked with HubSpot software to help manage and organize customer data. I imported and cleaned data, created demonstrations for the team, and ensured everything was running smoothly.

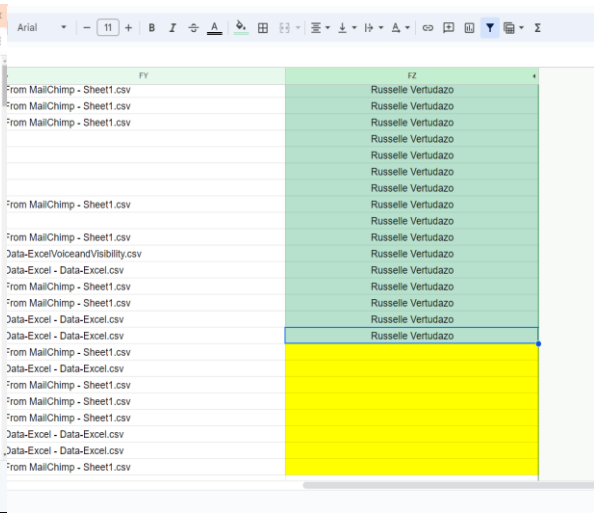
In my administrative role, I created Google Forms for tracking attendance and time, recorded meeting minutes, and kept the intern diaries updated. I also attended meetings and learned about new technologies like Amazon Web Services. My work helped the team stay organized and improved our daily processes. Overall, my internship allowed me to develop useful skills and make a positive impact on the company.

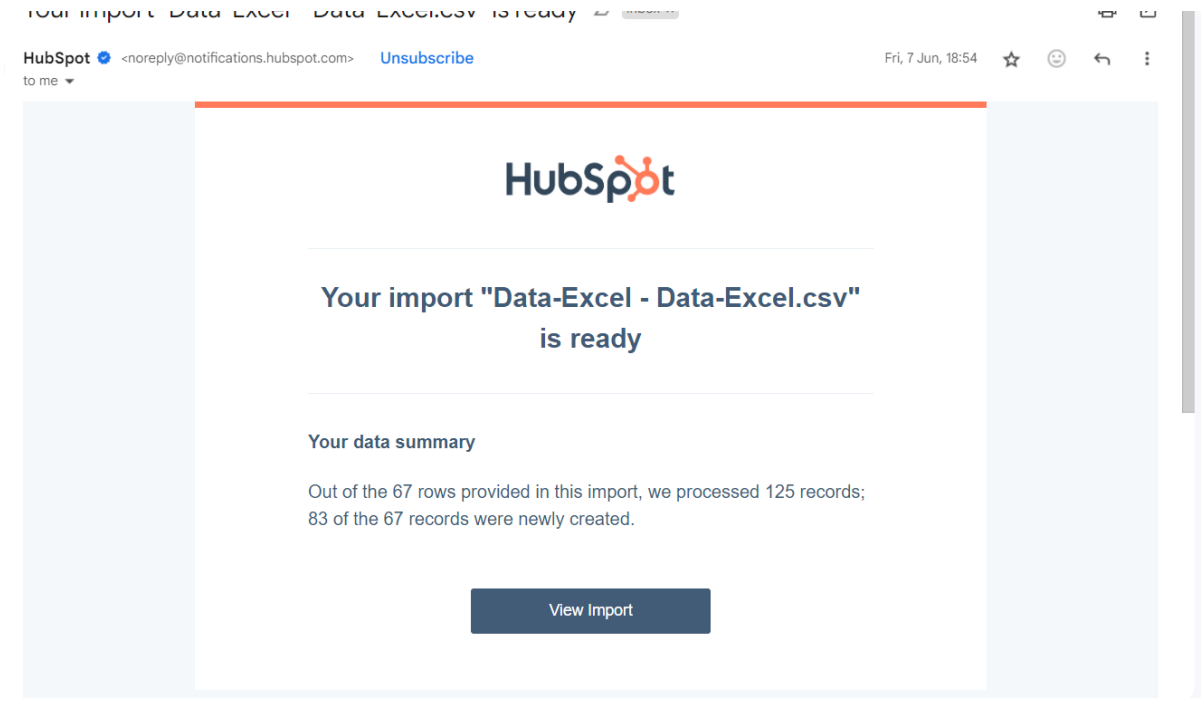
Work Sample

Here are the examples of the works I have done during my internship.

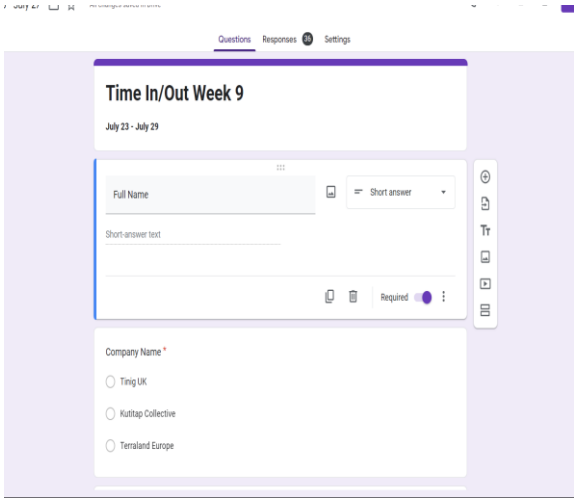
CRM

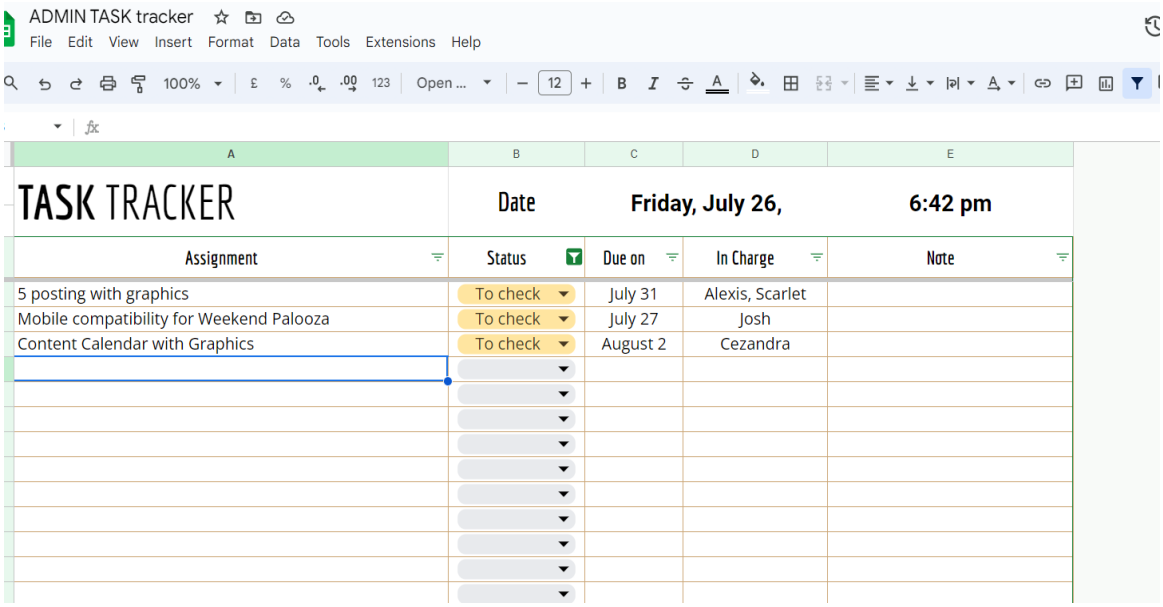






Administrator department





Context of the sample:

1.HubSpot- Here, I starter mapping the needed properties in hubspot

2. Sheet- Here, I clean the data that needs to be uploaded in hubspot.

3. Hubspot import - in this task, I import a data name “data excel” in hubspot

4.Time In/Out Attendance - In this task, I record the daily attendance of my colleagues.

5. Task tracker- Here, I update my colleagues daily tasks.

6. Evaluation Form - In this task, I converted my colleagues evaluation form from docs to pdf.

Reflection

During my internship at Kutitap Collective, I gained valuable experience working both in CRM and as an administrator.

In the first few weeks, I attended orientation and seminars about important topics like data protection. I started learning about HubSpot software, which is used for managing customer information. I researched how to integrate HubSpot with our website and presented my findings to the team.

As I progressed, I focused on tasks like importing and formatting data in HubSpot, which helped me understand the software better. I also learned how to clean and manage data efficiently. By the end of my internship, I was transferred to the administrative team, where I took on new responsibilities, such as creating Google Forms for attendance and recording meeting minutes.

Overall, this experience improved my skills in data management, communication, and organization. I also learned how to adapt to new roles and work effectively with different teams.