

# Bernabe Brua

[LinkedIn](#)

bernabebrua.1105@gmail.com

0962 - 591 - 3937

Pasig City, Philippines

## Skills Summary

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**Data Analytics & Visualization:** MySQL, Python ((Pandas, NumPy, Matplotlib), Tableau, Excel

**Cloud platform / Data integration and ETL:** AWS, Microsoft Azure, Talend

**Tools & Technologies:** Microsoft 365 & SharePoint, Jupyter Notebook, VS Code

**Systems & Software:** RMS, iGrow, Know Cross, RMS Ticketing VING Card, XPossible Hotel Management Gateway

## Work Experience

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### Software Technical Support / Analytics Specialist

Quandatics Inc. Eastwood, Quezon City

February 2025 – January 2026

- Tableau Trainor
- Respond to customer inquiries and provide technical support
- Resolve technical issues related software and hardware
- Promote technical aspect and benefits of analytical use cases to prospective clients
- Performing POC software related
- Support clients across different industries
- Performing post-sales support of analytics platform upon inquiries from clients
- Guide customers through trouble shooting steps to resolve problems effectively and efficiently
- Collaborate with cross-functional teams to identify and address recurring technical issues

### Technical Support (Hotel)

Interactive Loop Telecom & Services Inc., Makati City

January 2024 – January 2025

- Trained and mentored new support staff, enhancing service quality
- Managed Active Directory & new user account setup
- Provided hardware, software, and network troubleshooting
- Monitored and maintained IT systems and network
- Assisted guests with technical issues

## Education

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### Bachelor of Science in Information Technology Major in Business Analytics

Bulacan State University

September 2019 – June 2023