

Bernabe Brua

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Pasig City, Philippines

Skills Summary

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

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

Tools & Technologies: Microsoft 0365 & SharePoint, Jupyter Notebook, VS Code

Systems & Software: RMS, IGrow, Know Cross, RMS Ticketing Ving Card, XPossible Hotel Management Gateway

Work Experience

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

Bachelor of Science in Information Technology Major in Business Analytics

Bulacan State University

September 2019 – June 2023