GERALDINE MAE IGNAS

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EDUCATION

BS INFORMATION TECHNOLOGY   **Year: 2018 - 2022**
STI College Carmona

SENIOR HIGH SCHOOL (Mobile App and Web Development (ICT-MAWD))   **Year: 2016- 2018**
STI College Carmona

SKILLS SUMMARY

- Programming   Java, C#, C+, Python, VB.NET
- Web/App Development   HTML, CSS, JavaScript, Bootstrap, WordPress, Kotlin
- Cloud Services   Amazon Web Services, Microsoft Azure, Huawei Cloud
- CRM/ERP   SAP BO, Oracle E-B Suite, Amdocs, Salesforce, Oracle PLM, Oracle B.I
- Database   MySQL
- Project Management Tool Jira, Air table
- Data Tools: Excel, Power BI, Tableau
- Office Suites   Microsoft Office, Google Workspace
- Cybersecurity   Risk Management, Information Management
- Other Skills   Website Deployment, Figma (UI/UX).

PROFESSIONAL EXPERIENCE

Freelance Data Analyst   **Sep 2024 - Feb 2025**

- Collaborated with cross-functional teams to gather and integrate data from multiple global markets.
- Conducted in-depth analysis using advanced statistical techniques
- Developed interactive dashboards in Tableau to visualize key revenue metrics and trends.
- Provided strategic recommendations to optimize pricing, promotions, and inventory management.

Senior Customer Service Representative , Crossfuze/Trec Global   **Feb 2022 - Dec 2024**

- Collaborated with cross-functional teams, including sales representatives, customer service, operations, finance, to develop solutions for reducing lost items.
- Conducted monthly revenue reports for the company. Presented findings to other regions to ensure consistent improvements across the company.
- Conducted regular KPI reports for team members to monitor performance metrics.
- Collaborated with team leaders to implement strategies for achieving and exceeding performance targets.
- Mentored junior team members to help them understand and achieve their performance goals.
- Implemented data tracking and analysis tools to monitor delivery performance.
- Improved team performance by 20%, maintaining a weekly KPI score between 95% and 100%.

CERTIFICATIFICATES & AWARDS

- **Certifications:** Sap Business One Certified, Python Essentials, Huawei Compute Cloud Services, Cisco Junior Cybersecurity Analyst Career Path, Cisco Data Analytics, Microsoft Azure SC-900.

- **Awards/Activities:** Top Performer for the year 2023 (Crossfuze/Trec Global), Best In IT Capstone Project , Dean's Lister: 1st Year – 4th Year, Senior High School Academic Awardee with High Honors