

# Jim Paul P. Punay

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## KEY COMPETENCIES

- Python
  - Matlab
  - Tableau
  - SQL
  - Pandas
  - C++
  - Java
  - Six Sigma – Green Belt
  - Data Analytics
  - Data Modelling
  - Exploratory Data Analysis
  - Front-end & Back-end Web Development
  - Tensorflow – Keras
  - Data Governance
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## EDUCATION

**University of Cebu – Main Campus**

**(2017-2019)**

Technical – Vocational in Computer Software Servicing

- NC2 IT Hardware Passer (Expired)
  - Optimized School Registrars Database Management System
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## PROFESSIONAL EXPERIENCE

**Qualfon**

**(June 2023 – Present)**

Data Analyst, Operational Research and Reporting

- Generated reports by gathering data and presented in a manner that is intuitive and professional.
- Raised 8 Incident Management and 3 Change Request to optimize and enhance customer experience.
- Used reporting tools such as Glassbox, Tableau, and Qualtrics to monitor key performance metrics regarding website and customer behavior, as well as frontend/ backend errors.
- Conducted research on customer experience and gather findings to produce comprehensive and insightful results.
- Effectively communicated research findings in a clear and concise manner that is easily understood by business units, IT, and executives.
- Provided full support during production releases.
- Documented issues and findings regarding all aspects of the job.
- Trained and mentored junior members of the team to ensure quality and efficiency is minimally affected.
- Used different collaboration tools such as Slack and Jira to effectively manage task and assign items accordingly.

**With Intelligence****(June 2022 – June 2023)**Data Research Analyst

- Responsible for different projects for global universe of investors.
- Tracked and Monitored Financial Markets
- Updates Key Financial Data Daily
- Created Web Scraping program in python to get data and quality check for credibility.
- Ensured that all financial data are accurate and up to date.
- Maintained a high level of quality across all portfolio and profile builds.

**Freelance****(June 2020 – April 2022)**Software Developer

- Designed and coded software for business and consumers.
- Gathered and evaluated user feedback.
- Create technical document for reference and reporting.
- Recommended and executed improvements.
- Integrated software components and third-party programs.
- Verified and deployed programs and systems.
- Troubleshoot, debugged, and upgraded existing softwares.

**Accenture****(October 2019 – May 2020)**Business Associate

Responsible for helping in identifying inefficiencies in operations and developed solutions.

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## CERTIFICATES

- **Google Data Analytics**
- **IBM Data Analyst**
- **Lean Six Sigma Greenbelt**

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## Professional Links

Linkedin: [www.linkedin.com/in/jim-paul-punay-514ba917](https://www.linkedin.com/in/jim-paul-punay-514ba917)

Github: <https://github.com/JPunay093>