**Jim Paul P. Punay**

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Cebu City, Cebu, Philippines 6000

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

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

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.

**CERTIFICATES**

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

**Professional Links**

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

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