VANESSA D. CONCILLADO

OBJECTIVE:

Results-driven data and operations professional with over 10 years of experience in business management technical training, and support. Recently trained in Data Science (Xaltius Singapore), with hands-on experience in Python, data management, and analytics tools. Proven ability to lead cross-functional teams, streamline processes, and translate business requirements into actionable insights. Eager to leverage a strong foundation in technology and business operations to contribute to data-driven decision-making in a forward-thinking organization.

Address:
📍 43 San Miguel St, Diho P2, Cabantian, Davao City

Phone:
📞 +63 977.343.6429

Email:
✉ concillado.vanessa@gmail.com

Eligibility:
✓Civil Service Eligible
✓Certified in BOSH SO1

Trainings:
✓Data Science – Xaltius Singapore (12/2024-6/2025)
✓Python (Training for Trainers)
✓Getting Grounded on Analytics
✓Data Management Fundamentals
✓Client Acquisition - VA
✓SO1 – BOSH – 2022
✓Cisco Certified Network Associate Training (APTECH QATAR
✓IT Security Beginner: Certified Hacking Training
✓Beginning with Android Development

EXPERIENCE

General Manager
Talent Outsourcing Channel Solutions | Davao City, Philippines | May 2018 – June 2025
- Founded a manpower sourcing firm specializing in BPO training and placement
- Manage financial operations and lead strategic planning, resulting in reduced operational costs

Operations Manager & Technical Trainer
Quality Employment Business Center | Davao City, Philippines | January 2015 – April 2018
- Managed cross-functional teams, streamlined operational processes, and optimized resource allocation to enhance productivity and profitability.
- Designed and delivered technical training programs, equipping aspiring call center agents with essential computer skills and proficiency.

Associate Professor (IT)
Legacy College of Compostela | Davao De Oro | Nov 2014 – Oct 2016 (Full-time), Part-time until 2018
- Taught software engineering, systems analysis and design, IT Project Management, PHP, Database to 3rd and 4th year students.

Online ESL Teacher (Part-Time)
RareJob Phils. Inc | Remote | Jun 2014 – 2020
- Taught English to Japanese learners, leveraging digital tools to personalize instruction for professionals and students.

Associate Professor
Interface Computer College | Davao City, Philippines | Nov 2013 – Jun 2014
- Delivered advanced-level IT courses including PHP development and WordPress CMS setup.

Admin Head / IT Support
Arab Motors Media W.L.L | Doha, Qatar | Apr 2012 – Apr 2013
- Provided technical support and oversee daily operations as admin head to ensure seamless workflow and operational efficiency.

IT Head
CALLPRO BPO | Davao City | Feb 2011 – Feb 2012
- Provided technical support and troubleshooting for hardware, software, and network issues to ensure seamless IT operations and user satisfaction.

Skills & Tools:

• Data Analytics: Data Wrangling, Exploratory Data Analysis (EDA), Reporting
• Programming: Python, SQL, PHP
• Tools: MS Excel, Jupyter, Tableau (basic), Google Sheets, Power BI Vicidial
• Soft Skills: Leadership, Communication, Training & Facilitation, Strategic Planning
• Other: Network & IT Support, Business Operations, Curriculum Development

Market Researcher (Part-time)
SSI now Dyanata | Davao City, Philippines | June 2010 – March 2012
- Conducted over the phone surveys with voters for the US political campaigns and interviewed customers and clients to collect information about customers, sales trends, products, and services for the US market.

Customer Service Associate – Travel Account
People Support now Teleperformance | Cebu, Philippines | 2009 – 2010
- Assisted customers with travel and hotel bookings, inquiries, and issue resolution while delivering exceptional service and ensuring client satisfaction.

Customer Service Associate – Airline Account
Advanced Contact Solutions now Alorica | Makati, Philippines | 2007-2009
- Assisted US passenger with airline reservations and bookings using Sabre GDS, flight inquiries, and flight issue resolutions.

Customer Service Representative – Retail Account
GCOM now Iqor | Davao City, Philippines | 2005-2006
- Handled and carefully responded to all customer inquiries via inbound calls for a US Retail / Catalog.
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EDUCATION

Certification in Data Science
Xaltius Academy | Completed: June 2025

Master in Information Technology
University of Immaculate Conception
Davao City, Philippines

Bachelor of Science in Information Technology
University Of Southeastern Philippines
Davao City, Philippines