

BENJIE TENDIDO

BI Developer

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Experience

CGI (Philippines) Inc. | 2021 - 2024

Service Consultant, 01/2024 – 04/2024

Associate Consultant, 05/2022 – 01/2024

Junior Consultant, 05/2021 – 05/2022

- Pulled-off a 95% training success rate in equipping new BI consultants to effectively handle diverse BI-related tickets.
- Received consistently positive feedback from stakeholders on the timely delivery and accuracy of reports and cubes deployed.
- Achieve 100% monitoring coverage of scheduled BI jobs, proactively identifying and addressing potential issues before they impact data availability.
- Maintained a high level of SSRS report accuracy with a 99% error-free rate, providing stakeholders with reliable and trustworthy information.
- Analyzed and addressed a variety of BI support tickets, from simple incidents to complex change requests, leveraging data-driven insights to streamline processes and deliver solutions that improved operational efficiency by 30%.
- Obtained positive feedback from stakeholders, achieving a customer satisfaction rating of 90% for both functional and technical solutions offered for support tickets.
- Consistently achieved a ticket closure rate of 95%, ranking among the top closers in the team and ensuring timely resolution of issues.
- Aided in achieving a 100% passing rate of all Microsoft Dynamics 365 F&O bootcamp participants as technical instructor.
- Accomplish an average feature implementation time of two weeks, ensuring timely delivery of enhancements to stakeholders.
- Received positive feedback from colleagues on the reliability and efficiency of maintenance and deployment operations, with an average satisfaction rating of 4.5 out of 5.
- Always delivered technical documentation on schedule, meeting project deadlines and facilitating smooth knowledge transfer to stakeholders.
- Successfully completed all hands-on labs and practical exercises during the Microsoft Dynamics 365 Finance and Operations training bootcamp, demonstrating proficiency in applying theoretical concepts to practical scenarios.

Education

- **Bachelor of Science in Computer Engineering** (2014 - 2020)
Pamantasan ng Lungsod ng Maynila

Summary

Data driven professional with 3 years of experience in designing, implementing, and delivering effective solutions for clients across diverse industries. Adept at collaborating with cross-functional teams to understand complex business needs and translate them into actionable insights. Continuously learning and adapting to emerging technologies and best practices in the field of business intelligence.

Skills

SQL Server Management Studio, SSRS, SSAS, SSIS, ETL Process, Report Builder, Microsoft Visual Studio, Microsoft Dynamics AX 2012, Morph X, SharePoint, ServiceNow, SQL, X++, XML, XSLT, Java, C#, C++, Microsoft Dynamics 365, Excel, Python, Power BI, DAX, Power Query, Data Analysis, Data Modelling, Data Visualization, Power Automate

Certifications

- Microsoft Certified Dynamics 365 Finance and Operations Apps Developer Associate (2021)
- MB-300: Microsoft Dynamics 365: Core Finance and Operations (2021)
- MB-500: Microsoft Dynamics 365: Finance and Operations Apps Developer (2021)
- MB-300: Microsoft Dynamics 365: Core Finance and Operations (2023)