

Jan Louie B. Diesta

IT specialist and Data
Analyst



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bit.ly/jldiesta

Professional Summary

A responsible career-oriented person who has the ability to complete task on time in both individual and team settings. Dependable and reliable, ready to learn and grow with your company. Aiming to leverage the abilities to successfully fill the task as Data Analyst.

Education

MASTER IN INFORMATION TECHNOLOGY 18 units

2017-2018

Our Lady of Fatima University
Quezon Campus

BS IN INFORMATION TECHNOLOGY

2013-2017

Our Lady of Fatima University
Antipolo Campus

Skills

- Proficiency in Word, Excel, & Powerpoint
- Data Analysis
- Structured Query Language (SQL)
- Critical Thinking
- Data Visualization
- Open-mindedness
- Passionate in Reading
- Has Growth Mindset
- Has Good Self-Awareness
- Typing Speed of 40 words per minute

Project Experience

ELEVATING YELEVATE

Yellevate helps mid-sized companies to launch their marketing operations, which includes things like mail marketing, website development, content creation, and others.

- Analyzed and provided methodology on how the Company can dispute the clients' dissatisfaction with the company's services.
- Coded using PostgreSQL and Excel to solve and visualize the processing in which invoices are sealed, the processing for the company to settle disputes, the percentage of disputes received by the company that was lost, and the percentage of revenue lost from disputes.
- Provided insights and recommendations on the company. Yellevate can create a well-written contract that lays out the scope, billing, payment terms and methods, other terms and conditions, invoice dispute methods, and automation to reduce human errors and helps businesses save over manual tasks.

Work History

December 2019 – January 2020

Teleperformance

TECHNICAL SUPPORT

REPRESENTATIVE TRAINEE

- Troubleshoot issues on device-specific problems, network performance and AT&T internet connectivity
- Handled customer complaints and escalated issues according to procedures
- Worked flexible hours across night, weekend and holiday shifts.

April 2018 – August 2018

Fastrack Multi-Purpose Cooperative

DATA ENCODER

- Reviewed validation output and performed specified manual checks on data to evaluate consistency and completeness of all the ordered goods.
- Maintained daily production logs of ordered goods from different BonChon stores.
- Prepared source data of wrong order from BonChon stores for computer entry by compiling and sorting information.