

**JIAN CARLO CHUA (ITIL,MCP,SSYB)**  
Amaia Skies Shaw Samat Street, Mandaluyong, Philippines  
jiancarlochua@rocketmail.com  
09674978087



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## Objective:

To function as a Data Management Analyst and use my proficient understanding of business requirements, alignment of team/individual, transformation of data into reports to improve business decision, and ensure timely execution of projects.

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## Awards and Achievements:

- Certificate of Completion in Agile Practitioner (Tata Consultancy) since December 2019.
- Certificate of Completion in Master Data Management (Udemy.com) since April 2017.
- Six Sigma Yellow Belt Certified (6Sigma Services) since April 2016.
- Certificate of Completion in RMS Risk Link since Aug 2015.
- Exin ITIL foundation certified since December 2013.
- Microsoft Certified Professional in developing HTML5 with CSS3 and Java Script since January 2013.
- Certificate of Completion in SAP Business One since April 2013.
- DLS-CSB Dean's List Second Honors Certificate for the year 2010, 2011, and 2012.
- DLS-CSB Scholarship Grantee under Pierre Romancon Grant/SOFA-UPPER since May 2011.

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## Education:

**De La Salle – College of Saint Benilde**  
Bachelor of Science in Business Administration  
Major in Computer Applications

**Batch October 2013**

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## Professional Experience:

**Global Payments (Financial Technology Industry)**  
**IT Asset Management Data Scientist**

**Nov 2023-Present**

Implemented Slack Licensing Dashboard to track the activity, no activity, license terms, and entitlements in a gauge chart which the slack team would know the remaining process to accomplish. Breaking down in tabular visualization per leader and per workspace to determine the unmatched detail report using Tableau Software.

Implemented the AM Metrics Dashboard for the Server and PC devices which has been promoted, decommissioned, delayed, device tagging completeness, device tagging mismatches, duplicates, etc. to have a huge figure on the daily basis progress using Tableau Software.

Implemented Environment Health Dashboard to breakdown the Business Entity, Segment, and Applications in various environment such as ICD, CMDDB, Combined which helps the team to know the leading figures by Server, PC, Network machine types using Looker Studio.

Performed Adhoc task when the technical owner requested for a customized report using the SQL Management Studio. Processed some Adhoc task in Axonious platform using the query wizard to filter out necessary report per vendor such as AWS, BigFix, IBM Maximo, etc. which we can cross check and determine the discrepancies between bigfix and ICD in our SQL Management database. E.G. missing tags in ICD that is existing in bigfix. Once we encountered some scenarios, we will escalate this with the bigfix team that the possible cause is the logic pattern or logic error.

**ABSORBED as Direct Employee of Citibank ROHQ**

**Data Tracing – Business Intelligence/Analytics team**

Implemented Final Cycle Reports for Regulatory and Management reports that comes from different data source. Purpose is to have automated reconciliation of data points to see any possible discrepancies between multiple systems using **BI Tool Tableau Desktop software including Tableau technical formulas**

Modifying the **Excel complex formulas** and update the final cycle reports in Excel including Review Execution, Contract Analysis, Data Points Received, Data Points Insufficient, Mismatch Exceptions and Report Conformance

Escalate pending documents, missing schedule (for Regulatory Report), missing report period before the target deadline ends based on daily communication by creating a ticket in iQuery.

Perform adhoc task including extraction of full import and Review Execution, Appending the consolidated file using **power query**, investigate missing data, or correction of data value to be coordinated with production team

**Data Tracing – ECRM Risk Management team – End to End Process**

**Data Acquisition**

- Requesting Risk Pool reports that have potential to be tested.
- Perform the mapping to different source systems that determines which product, subproduct of each particular FDL accounts
- Breakdown of outstanding unused commitment amount as per product and sub product

**Profiling and Sampling**

- Create a project based on provided data from GFT and perform the profiling rules to find anomalies in **Paxata System**. Usually blank values.
- Plot down the risk pools data such as Liquidity, Energy, Real Estate, Country, Single Name Exposure, and Distribution
- Process the Triaging analysis to capture the transactions with anomalies. Selecting the sample data without anomalies and based on the materiality (top 10 Outstanding Unused Commitment amount)

**Tooling**

- Setting up using the tool excel file template and provide fields for the mapping based on each chosen 10 sample data.
- Making sure the fields from system versus the actual sample fields are aligned in the **UAT environment** and being mapped to avoid errors when **implemented to production**.
- Uploading necessary documents from FCDO to prepare for the **transaction testing**.

**Transaction Testing**

- As a reviewer 1, making sure that the attribute names that needs to be tested are being mentioned in the provided financial documents to be correlated.
- Making sure that the reported value is matching with the actual value. Provide analysis per finding whether it is a match or mismatched with justification.
- For missing or info needed, this will be escalated or discuss during the meeting with the counterpart team

**DEPLOYED CLIENT: CITIBANK ROHQ**

**Retail Risk**

Global storage implementations and dependent consumption processes. Identification and elimination of redundant processes or overlaps. Assess the data attribute based on **Global Warehouse (Genesis)** by performing expert judgments to justify the correct attribute. Coordination with technical point person to capture the necessary processes as per segment (mortgage, personal loan, cards)

**Market Risk**

Technology automated population and reconciliation between CitiRisk Market and the Finance system (S2) are performed daily for Trading Book accounts to ensure a complete population of accounts with risk in CitiRisk Market. Ensure the accuracy of risk for key factor sensitivity for Rates, Markets Treasury, Global Finance, Equities, Security Services, Consumer Mortgage, Commodities using **Oracle Developer SQL Query Reports**. Investigate unusual spike in trading book using **Oracle Developer SQL**

**Credit Risk**

Reconciliation between **Genesis environment IFW (Plan A)** and Optima environment **IBM Cognos (Plan B)**. Performing Data Validation as per Jira issue such as making sure if the FDL Accounts and Business Unit codes combinations are aligned with the correct logic. Also, making sure the amount belongs to correct tagging based on respective products. Investigation and correctness of data will be migrated to optima once tested in the UAT phase by the counterpart team.

**Beehive Technologies (IT Services industry)**  
**IT Business Analyst (Projects, SDLC)**

**May 2016-June 2019**

Handling multiple internal and external projects. Construct a project timeline per phase (Sprint) & come up with the man hour estimate to be considered for calculating the cost with the attached proposal. Created User's Manual and Business Requirement Document including Workflow (UML), Wireframing (Prototyping), sequential process, and Project Closure will be the last process. Conduct daily scrum (DONE, TO DO, BLOCKERS) meetings with the stakeholders as a Scrum Master. Perform Functional Testing to make sure each features are complied. Created back logs to define and list down all the features needed by the clients then discuss with developers and QAs and get their Dev and QA estimates using Fibonacci Series. Creating task/features in the Redmine (Inhouse Task System) for development, QA & Support. Conduct meetings with the clients (SMEs) to discuss all requirements needed either existing or non-existing systems and answer all the technical inquiries whether it is feasible or not. After accomplishing a project,retrospective will perform (what went wrong, what went well, needs improvement).

- **Nestle Philippines (External)**- Successfully Deployed 3 Enhancement Projects using Rapidflows.
  - MyData Application
  - MyComplaints Application
  - Electronic Condemnation Slip Application
  - Compliance Document Tracker
- **Wyeth Philippines (External)**- Successfully Deployed 1 Enhancement Project using Rapidflows.
  - CMPP & ARF
- **Docukit Cloud (Internal)**- DMS with Archiving (free version).
- **Docukit Dealer's Portal (Internal)**- Divided into 3 sub categories
  - Support – issues and escalation
  - Knowledge Based – User's Manual, Video guide, Quiz maker
  - Downloads – Marketing Materials, Email Blast, Installer
- **PhilKao (External)** - Successfully Deployed Contract Management Aging Report.

**QBE Insurance (Financial Services Property and Casualty industry)  
Catastrophe Modeling Assistant (Predictive Risk Analytics)**

**Jan 2015-Nov 2015**

Responsible for Analyzing, Judging, and Data Cleansing for the Schedule of Values report to present the Construction, Occupancy, Protection, Exposure, Primary and Secondary Modifiers analysis according to RMS policies. Running tools to generate the Disaggregation, Marginal, and Annual Average Loss to determine the Annual Gross Loss per layer in different perils. Knowledgeable in Importing, Geocoding, Profiling, Running Analysis, Viewing Results, Exporting as the complete cycle of Risk Link. Direct interaction with the senior management for the queries on specific submission and suggestion for the process improvement. Conducted research to verify doubtful/vague locations to determine the specific level of hazard, and vulnerability in the specific area to have an accurate pricing for the premium.

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