

Jarvey Gabriel

Over five years of experience in customer service with expertise in client relations, communication, and issue resolution. Expanding into data analysis with strong Excel skills (XLOOKUP, pivot tables, data cleaning, chart creation), foundational knowledge of Power BI, and a basic understanding of SQL (MySQL). Recognized for adaptability, analytical thinking, and attention to detail.

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📍 Bacoor, Cavite

WORK EXPERIENCE

Professional Development

Self-directed Learning

January 2024 - Present

- Strengthened proficiency in Microsoft Excel, including XLOOKUP, pivot tables, data cleaning, and advanced charting for reporting and analysis
- Gained hands-on experience with MySQL, focusing on writing queries, data cleaning, and transforming datasets for structured reporting
- Explored data-driven workflows to support decision-making and enhance cross-functional communication
- Committed to continuous learning and upskilling in tools essential for data handling and business operations

Cardinal Health International Philippines

Customer Service Representative

May 2018 - January 2024

- Streamlined end-to-end customer order processing, integrating SAP and internal systems to synchronize with demand plans and schedules.
- Effectively managed internal team communications, resolving escalations and providing timely updates on order status, backorders, and holds.
- Proactively monitored key performance indicators to identify and resolve issues, driving root-cause analyses and implementing lasting solutions.
- Coordinated product sample and trial orders with Marketing, ensuring seamless alignment with campaign goals and customer requirements.

AWARD

CHIP SME Shine Award

- Served as the team's primary Point of Contact and Subject Matter Expert for Order Management.
- Designed and implemented a comprehensive training program for new hires, focusing on effective communication techniques and product knowledge.
- Developed and standardized several Standard Operating Procedures and training materials to enhance team proficiency and efficiency.

CHIP E.L.I.T.E Top Performer Award

- Received CHIP (Cardinal Health International Philippines) Performer of the Year award in 2021, recognizing exceptional performance and dedication.
- Consistently achieved and exceeded monthly Key Performance Indicators (KPIs), including schedule adherence and Customer Satisfaction (CSAT) metrics.
- Developed a comprehensive troubleshooting guide for frequent technical issues, which was successfully integrated into the training curriculum for all new employees, enhancing knowledge sharing and onboarding efficiency.

EDUCATION

University of Santo Tomas

Bachelor of Arts in Legal Management

2010 - 2016

SKILLS

MySQL: Data cleaning, transformation, and query optimization

Excel: XLOOKUP, pivot tables, data cleaning, and charting

CRM Tools: Salesforce and SAP

Microsoft Office: Word, PowerPoint, Outlook, Teams

Google Workspace: Docs, Sheets, Drive

Communication: Strong written and verbal skills; professional and reliable

PORTFOLIO PAGE

jjg03.github.io