



# KIAN AMBALA

St Jude Buhangin Davao City  
09616938824  
arisbanug97@gmail.com

---

## SUMMARY

Adaptable professional with experience in data analysis and customer service. Skilled in problem-solving, data management, and communication, with a background in Information Technology and Computer Systems Servicing.

---

## WORK EXPERIENCE

### Data Analyst, Remotask PH

Jan 2021 - 2022

- ANALYZED AND LABELED COMPLEX DATASETS WITH 98% ACCURACY, CONTRIBUTING TO HIGH-QUALITY AI AND MACHINE LEARNING PROJECTS.
- STREAMLINED DATA PROCESSING TASKS, IMPROVING EFFICIENCY AND REDUCING PROJECT TURNAROUND TIME BY 20%.
- ENSURED CONSISTENT QUALITY CONTROL BY IDENTIFYING AND CORRECTING ERRORS, MAINTAINING PROJECT INTEGRITY AND CLIENT SATISFACTION.

### Customer Service Representative, VXi

Aug 2023 - Feb 2024

- Delivered high-quality support by handling customer inquiries and complaints, achieving a 90–95% satisfaction rate.
- Resolved issues efficiently, reducing average call handling time by 15% while maintaining service quality.
- Assisted an average customers per day, ensuring timely and accurate solutions to their needs.
- Maintained detailed records of interactions, improving workflow and accuracy.
- Collaborated with team members to consistently meet and exceed performance targets, boosting overall department efficiency.

---

## EDUCATION

### Holy Cross of Davao College

Aug 2021 - Present

#### Bachelor of Science in Information Technology

- Gained strong foundation in programming, database management, networking, and software development.
- Completed projects focused on system design, applications, and IT solutions.

### AMA DAVAO SHS

Aug 2018 - Aug 2020

#### TVL - CSS

- Acquired hands-on experience in computer hardware servicing, troubleshooting, and network setup.
  - Developed technical skills in installation, configuration, and maintenance of computer systems.
-

---

## PERSONAL BACKGROUND

Birth Date:	March 4, 2003	Height:	4'8
Birth Place:	Manila	Weight:	50 kg.
Age:	22	Gender:	Male
Citizenship:	Filipino	Civil Status:	Single
Mother:	Aris G. Banug	Occupation:	Encoder
Father:	Erla B. Ambala	Occupation:	Encoder

---

## SEMINARS AND PROGRAMS ATTENDED:

- "TESDA (COMPUTER HARDWARE SERVICING NC-II HOLDER)" AT SMIT- TESDA ACCREDITED TRAINING ASSESSMENT CENTER ,FARM SMIT COMPOUND PUROK 18 UPPER PIEDAD, BARANGAY BATO, TORIL DAVAO CITY (SEPTEMBER 2019)
- ATTENDED THE " SPES (SPECIAL PROGRAM EMPLOYMENT OF STUDENTS)" AT DOLE XI, 4/F AMQ BUILDING AGDAO,DACUDAO AVE,DAVAO CITY (MARCH 2018)
- ATTENDED THE "FOOD AND SAFETY SANITATION" AT FELCRIS CENTRALE MALL QUEZON BLVD. DAVAO CITY (FEBRUARY 2018)
- ATTENDED THE SYMPOSIUM ABOUT "GLOBAL WARMING AND CLIMATE CHANGE" (OCTOBER 2018)