

Isaiah Tristan Torres

Marikina City

Metro Manila, 1810

+63(917)7342850

isaiahtristan.torres@gmail.com

RELEVANT EXPERIENCE

TaskUs

Account Specialist

November 2019 - June 2020

- Resolved customer financial and account inquiries, as well as supervised co-workers for a ride sharing platform.
- Coordinated with clients by providing insights to further improve customer experience, producing an average satisfaction rating of 4.3 out of 5

TaskUs

Content Moderator

June 2020 - Present

- Maintained and moderated user-generated content to promote a positive and safe social media platform.
- Yielded a handling time of 290 seconds reviewing user content while providing an average of 93% accuracy.

PROJECTS

Data Analysis

- Designed a profitability analysis and insight dashboard using Power BI
- Analyzed a static dataset of user viewer and chat usage of Twitch.tv with SQL

Front-end Web Development

- Designed basic web pages using HTML and CSS
- Created algorithm scripts using Javascript
- Developed responsive web pages with Bootstrap

EDUCATION

Bachelor in Science in Food Technology

University of Santo Tomas

2014-2019

CERTIFICATIONS

Javascript Algorithms and Data Structures

freeCodeCamp

2021-2021

Analyze Data with SQL Skill Path

Codecademy

2021-2021

SKILLS

Technical Skills

- HTML
- CSS(CSS5)
- Javascript(Vanilla)
- SQL
- Python
- Microsoft Power BI
- Microsoft Excel