

MARS ESCOBIN

A technology driven leader in the service industry with a proven track record for providing value and solving business problems.



2020

Innovation Project Manager - Magic, Inc.

- Added 15% to company revenue by developing a new B2B product alongside Head of Product
- Created new policies and SOPs around B2B service delivery
- Wrote new roles and responsibilities for the account management team
- Supported B2B with portfolio management and escalation strategies
- Developed dashboards to track OKRs and centralize communication around metrics, projects and policies
- Audited existing key accounts; directly managed new key accounts
- Developed company strategy around service fulfillment amidst Covid
- Supported user segmentation of newly onboarded clients
- Implemented and tracked new product trials
- Lead market research on service verticalization



2019

Innovation Project Manager - Magic, Inc.

- Cut production cost by 20% through a series of automation software
- Improved service quality by 15% through live quality assurance and real time escalation software
- Developed a chat bot that provides vendors and freelancers with instant feedback on quality stats, incentives and leadership boards
- Managed engineering sprint cycles - from planning to retro and day to day reporting to stakeholders
- Helped with engineering recruitment by screening and conducting initial interview of candidates
- Wrote first version of Magic's Freelancer/Vendor Playbook

2017 - 2018

Business Development Individual Contributor - Magic, Inc.

- Led campaigns to reactivate dormant users and buy back churned ones
- Directly handled sales and onboarding of new key users

Operations Manager - Magic, Inc.

- Promoted as the first Operations Manager in the Philippines to support company's 300% growth
- Responsible for the service delivery, user retention, revenue and margin of 33% of the Operations
- Responsible for training managers and driving them to hit their goals while maintaining a good workplace culture
- Led an innovation project that would cut the company's production cost by at least 40%

Notable Milestones

2020:

Added 15% to company revenue

2019:

Decreased production cost by 20%

2018:

Decreased production cost by 40%

2017:

Supported 300% growth of Operations

2016:

Delivered 95% service quality across multiple teams

Tech Stack

Python, Html, Css, SQL, Laravel, Tableau, Flask, Google Apps Script, Webhooks, APIs, Git, Heroku, etc.,

Tech Skills

- Data Wrangling
- Data Analysis
- Data Visualization
- Web Scraping
- Web Development
- API Integration

Non-Tech Skills

- Project Management
- Operations Management
- Account Management
- Product Management
- Marketing and Sales
- Content Writing

2016

Operations Supervisor - Magic, Inc.

- Responsible for the revenue, user retention, service quality and performance management of multiple teams
- Filled in gaps between shifts to ensure consistent service quality, 24/7
- Created quality assurance and auditing systems to ensure top notch service; delivered at least 95% service quality
- Assigned custom goals and diligently followed through with team leads to ensure peak performance of the unit

Team Lead - Magic, Inc.

- Promoted to team lead within 2-3 months of employment
- Responsible for the training and management of solutions specialists as well as for providing execution and escalation strategies

Creative Solutions Specialist - Magic, Inc.

- Fulfilled requests through out of the box and creative concierge solutions

2012 - 2015

Technical Support Specialist - VXi Holdings Inc.

- Provided technical support to AT&T U-verse clients over the phone

Sales Associate - Convergys Inc.

- Provided sales support to Sprint Mobile clients over the phone

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2020

- Sold 30 houses under Pollyland Realty Sales Service
- Wrote technical tutorials around APIs, automation and data science; got published in six different tech publications
- Launched an e-commerce site
- Continued being an active Financial Advisor at Philam Life

2019

- Earned an honor certificate from WorldQuant University for completing and passing their Applied Data Science track
- Studied Python and Data Science through Code Academy and Udemy
- Passed the licensure exam from the Insurance Commission and registered as a Financial Advisor at Philam Life

2017 - 2018

- Enrolled in a 6 month intensive and in-office coding bootcamp at Tuitt (later renamed to Zuiitt Coding Bootcamp). Capstone projects include:
 - A page written in HTML, CSS and Javascript
 - An e-commerce app written in PHP
 - A content management system written in Laravel
- Hiked over 20 mountains all over the Philippines

2016

- Finished undergraduate thesis around the effects of population on the Philippine economy
- Graduated from the University of the Philippines with a degree in B.S. Economics

2012 - 2015

- Continued University education while working
- Co-founded UP Model United Nations (2013), the first collegiate Model UN organization in the country and sat as its Prime Minister (2014)
- Helped organize the first TEDx UPLB (2012)

Education

- **Scientific Computing and Python for Data Science, with honors**
—WorldQuant University
October - December 2019
- **Web Development**
—Tuitt Coding Bootcamp
October 2017- April 2018
- **B.S. Economics**
—University of the Philippines, Los Banos
2010- 2016

