



Mark Jonathan Sabang

Quality Assurance and Training Specialist



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SUMMARY

My objectives is to land a job in an organization where I can utilize my skills and apply all the knowledge that I have in Analytics, Data Analysis, and Statistics to practical problems which can help to enhance my personal expertise.

CAREER

HOME CREDIT PHILIPPINES INC.

Quality Assurance and Training Specialist | Anti - Fraud Team

August 2020 - Present

- Conducts Quality Audit on processes to ensure both internal and external standards are being adhered to
- Creates Audit reports documenting QA findings and issues for fixing
- Collaborates with other teams in dealing with QA findings and corrective action in a timely manner
- Perform Quality Assurance analysis
- Handling/Working on projects and other analytic tasks that the team would benefit from

Fraud Investigator | Anti - Fraud Team

June 2018 - August 2020

- Analyzed high-suspicious data to determine fraud and took action to mitigate risks.
- Worked independently to resolve issues based on standardized investigation methods, and produced detailed reports as well as analysis for possible fraud trends at the end of investigation.
- Performed/built scripts in Structured Query Language (SQL) platform to retrieve or manipulate data based on the needs. Integrated the data to a Dashboard/Data Visuals by the use of advance Excel features (Pivot Table, Building Graphs, etc.) to generate Analytic Reports
- Performed other tasks in relation to anti - fraud.

Service Desk and Incident Management Administrator Specialist | Security Department

April 2017 - June 2018

- Received, responded and resolved requests for investigation with the agreed procedures.
- Responsible for the continuous update of asset, case, and incident reports with work sheets. Also, ensured that the data is well-maintained and completed in line with company procedures
- Ensured that reports, data analysis, and other data management activities were generated properly.

EDUCATION

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES - TAGUIG BRANCH

Bachelor of Science in Applied Mathematics major in Actuarial Mathematics

June 2012 - April 2016

- President Lister (S.Y. 2015 - 2016)
- Class President (S.Y. 2015 - 2016)

ACCOMPLISHMENTS

- Certified Lean Six Sigma Black Belter | Six Sigma Academy Amsterdam (March 2022)
- Certified Lean Six Sigma Yellow Belter | Home Credit Philippines (December 2020)
- Civil Service Examination - Professional Level Passer (March 2015)

ONLINE PLATFORMS (UDEMY, COURSERA AND COURSEBANK)

Data Science Course - Project SPARTA

(July 2021 - Present)

Finished Courses

- | | |
|--|---|
| ◦ Getting Grounded on Analytics | ◦ Analytics Applications in Finance and Risk |
| ◦ Essential Excel Skills for Data Preparation and Analysis | ◦ Analytics Applications in Operations |
| ◦ Storytelling Using Data | ◦ Data Engineering in e-Governance Systems |
| ◦ Data Management Fundamentals | ◦ Data-Driven Policy Analysis |
| ◦ Data Visualization Fundamentals | ◦ Applied Analytics in Public Human Resource Management |
| ◦ Dashboards and Drill-Down Analytics | ◦ Applied Analytics in Public Finance and Budgeting |

SOFTWARE DEVELOPMENT COURSES

Python for Everybody Specialization

(October 2020 - November 2020)

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|-----------------------------------|--|
| ◦ Getting Started with Python | ◦ Using Databases with Python |
| ◦ Python Data Structures | ◦ Capstone: Retrieving, Processing, and Visualizing Data with Python |
| ◦ Using Python to Access Web Data | |

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|---|-----------------|
| • SQL for Data Science | • November 2020 |
| • Data Wrangling, Analysis and AB Testing with SQL | • November 2020 |
| • JavaScript Fundamentals: A Course for Absolute Beginners | • June 2021 |
| • HTML5 - From Basics to Advanced level (2021) | • February 2022 |
| • HTML, CSS, & Bootstrap - Certification Course for Beginners | • February 2022 |
| • A Complete Oracle SQL Certification Course | • March 2022 |

IN - PROGRESS

- | | |
|--|----------------|
| • The Complete 2022 Web Development Bootcamp | • 50% Complete |
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REFERENCES

Available upon request