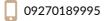


Quality / 155ai

Quality Assurance and Training Specialist

Mark Jonathan Sabang





Blk. 37 Lot 18 Famela St. Prk. 14 Z-6

South Signal Village Taguig City

marksabang03@gmail.com

in

https://www.linkedin.com/in/marksabang03/

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
- Essential Excel Skills for Data Preparation and Analysis
- Storytelling Using Data
- Data Management Fundamentals
- Data Visualization Fundamentals
- Dashboards and Drill-Down Analytics

- Analytics Applications in Finance and Risk
- Analytics Applications in Operations
- Data Engineering in e-Governance Systems
- Data-Driven Policy Analysis
- Applied Analytics in Public Human Resource Management
- Applied Analytics in Public Finance and Budgeting

SOFTWARE DEVELOPMENT COURSES

Python for Everybody Specialization

(October 2020 - November 2020)

- Getting Started with Python
- Python Data Structures
- Using Python to Access Web Data
 - SQL for Data Science
 - . Data Wrangling, Analysis and AB Testing with SQL
 - JavaScript Fundamentals: A Course for Absolute Beginners
 - HTML5 From Basics to Advanced level (2021)
 - HTML, CSS, & Bootstrap Certification Course for Beginners
 - A Complete Oracle SQL Certification Course

- Using Databases with Python
- Capstone: Retrieving, Processing, and Visualizing Data with Python
 - November 2020
 - November 2020
 - June 2021
 - February 2022
 - February 2022
 - March 2022

- IN PROGRESS
- The Complete 2022 Web Development Bootcamp 50% Complete

REFERENCES

Available upon request