

# Patrick Santos

## DATA ENGINEER DATA ANALYTICS



### Phone

+63949 876 0174

### Address

Metro Manila, Philippines

### Email

patrickmarcelinosantos@gmail.com

### LinkedIn

www.linkedin.com/in/patrickmsantos

Seeking for challenging environments to invest my time and effort, with a goal of venturing outside the comfort zone to push my self beyond the limit and achieve excellence and growth.

*"Fortune favours the bold"*

## ACADEMIC HISTORY

### STI College Global City

#### Bachelor of Science in Information Technology

- President's Honor List
- Disaster Preparedness and Emergency Response - Top 10 Finalist for DevCon hosted by PLDT and Motorola (National Level Competition)
- Top finalist for mathematics and science competitions
- Best capstone project across all academic subjects

## CORE SKILLS

### Tech

- Data Engineering
- Data Analytics
- Data Visualization
- Workflow Automation
- Software Development
- B2B Integration

### Operations

- Operations Management
- Workforce Management
- Business Analysis
- Business Analytics
- E-Commerce
- Inventory and logistics

### Support

- Customer Support
- Partner Support
- Merchant Support
- B2B Support

## TOOLS

### Tech

- C#, Java, VB.NET
- HTML, CSS, Javascript, PHP
- SQL, Hue, Impala/Hive, Scala/Spark, Python, Shell-Script, Hadoop
- HDFS, Snowflake, AWS
- Git, Github, Jenkins
- Jira
- Google Workspace, Office 365, Canva
- Looker Studio

### Operations & Support

- Verint, IEX/Nice, Workday
- Salesforce
- Genesys/Purecloud
- Marketo

## WORK EXPERIENCE

### Data Engineer

RingCentral

September 2023 - Present

- Expertise in big data ecosystem such as distributed systems like HDFS and frameworks like Hadoop and Spark.
- Building data pipelines via ETL (Extract, Transform, Load) from unstructured, semi-structured, and structured data.
- Orchestrating and Automating data pipelines ensuring data is up to date and readily available.
- Performance Optimization and Query Refactoring for scaling data pipelines improving overall run time by 50% and lesser memory consumption
- Migration and Continuity of data pipelines into a more robust architecture/framework and technology for big data systems.
- Tooling and Infrastructure to ensure a great overall system health and coordinating with CI/CD teams.
- Managing one of the biggest project and the SSOT (single source of truth) of data pipelines for the marketing department.
- Leveraging Python to process, clean, and structure data, ensuring it's optimized and readily available for ingestion into distributed systems.

#### Notable Achievements:

- High Performance Rating and Scorecards - Q4 2023 - Q3 2025

### Workforce Management Analyst (Junior – Senior)

Uber

November 2020 - September 2023

- Handling real-time support of 20-30 line of businesses with around 500-1000 customer support agents for inbound calls, outbound calls, and email support along with several support teams such as training, QA, Analytics, and Content.
- Managing of Workforce Management reports such as service level agreement (SLA), attendance and absenteeism, shrinkage, occupancy, and adherence.
- Building time tracking tools and reports for agent productivity monitoring ensuring productive and idle time on tools are within reasonable ranges.
- Devised in-depth reports for SLA improvement and baselining by using a ticket level approach of addressing pain points in responding and resolving issues that reshaped the customer support operations.
- Built large scale customer support queues by mapping issue types and assigning line of businesses their own queues ensuring that tickets are routed to customer support agents and no tickets are lost.

#### Notable Achievements:

- Promoted to Workforce Management Analyst - Q4 2020
- Awarded for Outstanding Performance - Q1 2021
- Awarded for Outstanding Performance - Q2 2021
- Awarded for Outstanding Teamwork - Q3 2021
- Awarded for the Most Outstanding Performance amongst all Performance Awardee - Q4 2021
- Promoted to Senior Role - Q1 2022
- Awarded Outstanding Support by Operation Leads for - Q3 2022
- Awarded Outstanding Support by Head of Operations - Q1 2023 (2<sup>nd</sup> time receiving the award)

## Community Operations Specialist – Australia/New Zealand

Uber

September 2018 - November 2020

- Handling inbound and outbound calls for driver-partner and delivery-partner signup primarily focused on review and approval of required documents such as driver's licence, primary IDs, Visa Work Entitlement, vehicle registration, vehicle insurance, and etc needed for account activation.
- Providing email support to driver-partners and delivery-partners regarding document renewals and/or additional requirements depending on government regulations.
- Assisting driver-partners to find rental vehicle companies and assist them on the type of required documents.
- Providing a one stop shop support for driver-partners who wanna signup and join the platform.
- Assist restaurant-partners in setting up, such as preparing account details by requesting documents and to be able to prepare and finalize their contracts.
- Assisting restaurant-partners on their account such as updating and managing their payment details.
- Assisting restaurant-partners with regards to their device including ordering one for their store and troubleshooting if there are any issues.
- Processing retention or account closure upon request of restaurant-partners.
- Handling email support to general enterprise restaurants-partners for UberEats regarding their day to day cases such as payment, orders, and account related concerns.
- Assist restaurant-partners regarding marketing campaigns and setting up their menus such as buy one get one, free upsize, discounts, and holiday sales.
- Providing in-depth support to restaurant-partners regarding their payment, revenue, platform fees, refunds, and appeasements. Also providing assistance regarding invoices required for tax purposes.
- Reviewing restaurant-partner's feedbacks and suggestions.

### Notable Achievements:

- Awarded for Outstanding Overall Performance - Q4 2020

## Global eCommerce B2B Support, Intern

Ingram Micro

May 2018 - August 2018

- Delivering efficiency by proactively monitoring any system, network, and application issues.
- Data Gathering and Root Cause Analysis of automation failures.
- Communicating action plans and issues/errors across different global support teams (APAC, EMEA, ANZ, etc.)
- Maintaining and Debugging source codes and automations that connects multiple systems.
- End of day reports.
- Extra curricular activities, e.g. participating in events, creating posters/banners, etc.
- Attending training for career growth, e.g. Acing the Interview and other training for interns.

## REFERENCES

### Jester Balmaceda

Senior WFM Manager, EXL  
jester.balmaceda@uber.com

### Maiko Rugeria

Data Engineering Team Lead  
mfrugeria@gmail.com

### Paris Perez

WFM Team Lead  
paris.perez@uber.com

### Joshua Reyes

Senior Data Engineer  
joshua.reyes@ringcentral.com