



Jieben Kayla Abaya

CONTACT ME

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- 📍 Block 4, Lot 3, Ciudad Grande - Phase 1, Bakakeng Norte, Baguio City, Benguet

EDUCATION

Sagat Elementary School

Primary Education

2007 - 2013

Santa Lucia Academy

High School - Senior High School

2013 - 2019

Saint Louis University

Bachelor of Science in Information Technology

2019 - 2023

SKILLS

- Java and Python Programming
- Web Development: HTML - CSS, JS
- Database Management - SQL
- Business Analysis
- Microsoft Office
- Process Flows

WORK EXPERIENCE

Assistant Branch Manager

2021 - 2022

Eurry Gas Inc. | Santa Lucia, Ilocos Sur

- Organized monthly sales report using excel for recording and presentation.
- Organized and managed employee bimonthly shift schedule.
- Encoded daily sales report.

Platform Support Associate - Business Applications

2022 - 2023

Inchape Digital Delivery Center | Pasig City, NCR

- Identified business needs through creating models such as flowcharts, use cases, high-level requirements, sitemaps, customer journey maps, etc using Figma.
- Collaborated with cross-functional teams to gather requirements and ensure alignment throughout the project lifecycle.
- Conducted research and analysis to understand industry trends, user behavior, and competitive landscapes.
- Translated complex business requirements into clear specifications for effective communication.
- Contributed to solution design discussions and provided input for system architecture and user experience improvements.
- Proposed innovative solutions and process optimizations to drive operational excellence.
- Supported project delivery and ensured final solutions met business needs effectively.

LANGUAGES

- English
- Filipino
- Japanese

CERTIFICATES

- DOST Regional Philippine Startup Challenge Semi-Finalist
- Identify and Define the Problem with Business Analysis
- Software Development Life Cycle SDLC Certificate
- Business Analysis Certificate - Data Flow Diagrams