



## SKILLS

- **Programming Languages:** Java, Python
- **Web Development:** HTML, CSS, JavaScript
- **Database Management:** SQL
- **Business Tools:** Microsoft Office (Word, Excel, PowerPoint)
- **Business Analysis:** Requirements gathering, stakeholder management, solution design
- **Process Documentation:** Process flows, workflow diagrams, system analysis

## EDUCATION

### Santa Lucia Academy

High School - Senior High School (HUMSS)  
2013 - 2019

### Saint Louis University

Bachelor of Science in Information Technology  
2019 - Present

## CONTACT ME

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🌐 <https://jkdeveloper.pages.dev/>

*For projects, thesis, and other relevant details, please visit my website.*

# Jieben Kayla Abaya

## WORK EXPERIENCE

Platform Support Associate - Business Applications 2022 - 2023

### Inchcape Digital Delivery Center | Pasig City, NCR

- Gained comprehensive knowledge in business analysis through various methodologies, including flowcharts, use case diagrams, data flow diagrams, high-level requirements, sitemaps, customer journey maps, etc.
- Applied the skills learned in training to support business applications, ensuring that technical solutions aligned with business needs and improved operational efficiency.
- Worked closely with project managers, business analysts, and UX/UI developers, gaining insights into their processes and contributing to collaborative projects.
- Acquired practical experience in handling real-world business application challenges, which enhanced my problem-solving abilities and understanding of business requirements.

## CERTIFICATES

- DICT Regional Philippine Startup Challenge 8 (CAR) Semi-Finalist
- Responsive Web Design
- Data Visualization
- Identify and Define the Problem with Business Analysis
- Software Development Life Cycle SDLC Certificate
- Business Analysis Certificate - Data Flow Diagrams
- Understanding Confluence

## PERSONALITY TYPE

INFP - A

## LANGUAGES

- English
- Filipino
- Japanese