



RYAN CABANLIT

Data Analyst / Graphics Designer



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EDUCATION

**Bachelor of Science &
Information Technology**

University of the Visayas

2013 – 2022

TESDA NC2

**Call Center Academy
Creative Web Design
(WordPress)**

2022 – 2023

Bulacao National Highschool

2009–2013

EXPERTISE

- Management Skills
- Data Analysis
- Graphics Design
- Critical Thinking
- Communication Skills
- Social Media Management

LANGUAGE

- English
- Tagalog
- Bisaya

PROFILE

I'm a data analyst and graphic designer with a passion for turning data into clear insights and ideas into impactful visuals. I use tools like Sharepoint, Excel, Power BI, and SQL to analyze data and build dashboards that support smart decision making. With a strong background in Adobe Creative Suite, I also design graphics, infographics and content that communicate complex information in a simple, engaging way. I enjoy bridging data and design to tell meaningful stories and solve real problems.

WORK EXPERIENCE

Data Analyst / Reporting Analyst

2023 – 2025

Foundever

- Experienced in analyzing operational data to track key performance indicators (KPIs) such as AHT, FCR, CSAT, and SLA compliance using Sharepoint, Excel, and Power BI.
- Developed automated dashboards and performance reports to support team leads and management in monitoring agent productivity and optimizing process efficiency.

Technical Support representative

2022 - 2023

Foundever

- Diagnosed and troubleshoot hardware and software problems, providing step-by-step guidance through phone calls.
- Delivered efficient technical support via phone, email, and chat, resolving issues promptly.

REFERENCES

Glenn Pitogo

Restaurant Manager

Phone: 09662088086

Email: glenpitogo@gmail.com

Anne Marie Bernie Cañete

Area Manager

Phone: 09454894888

Email: ambcanete@gmail.com