

# CLARK WENDELL SARMIENTO

DATA ANALYST

## CONTACT

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## EDUCATION

2025- 2026  
STI COLLEGE CALOOCAN

- INFORMATION TECHNOLOGY

2019 - 2021  
LA CONSOLACION COLLEGE CALOOCAN

- Information communication Technology

## SKILLS

- Excel
- SQL
- Power BI
- Tableau
- HTML
- CSS
- Java Script

## CERTIFICATIONS

- Lean Six Sigma Green Belt
- System Administration
- L1 Communications

## PROFILE SUMMARY

Detailed-oriented and results-driven Data Analyst with hands-on experience in data extraction, transformation, and visualization. Proficient in Excel, SQL, Tableau, and Power BI to analyze complex datasets, generate actionable insights, and support data-driven decision-making. Adept at designing interactive dashboards, creating reports, and identifying trends to optimize business performance. Strong analytical mindset with a commitment to accuracy, efficiency, and continuous learning in fast-paced environments.

## WORK EXPERIENCE

### Cognizant

#### SME - Data Analyst

- Monitored and analyzed key performance metrics, including SLA, AHT, and Attendance, to identify trends and reasons for SLA breaches.
- Tracked and maintained UMT reporting, providing actionable insights to improve operational efficiency.
- Utilized Excel (advanced pivot tables, VLOOKUP, macros) and SQL for data extraction, cleaning, and analysis.
- Developed interactive dashboards and visualizations in Tableau and Power BI to highlight patterns, performance gaps, and opportunities for process optimization.
- Collaborated with stakeholders to translate data findings into actionable recommendations for business improvements.

### HCL TECH

#### Senior Customer Service Representative

- Handled customer inquiries via calls and chats, providing timely and accurate resolutions.
- Monitored and managed service queues to ensure efficient workflow and minimize response times.
- Assisted operations teams in streamlining processes and improving overall customer experience.
- Acted as a point of escalation for complex issues, ensuring customer satisfaction and adherence to service standards.

### OPTUM

#### Customer Service Representative

- Developed and executed targeted marketing campaigns, resulting in a 25% increase in lead generation.
- Implemented SEO strategies that improved website traffic by 30%, enhancing online visibility and positioning the company.
- Collaborated with sales teams to create effective sales collateral, presentations, and promotional materials.