



About Me

Analytical and detail-oriented CRM Data Analyst with experience in transforming raw customer data into actionable business insights. Proficient in SQL, Python, and data visualization tools to analyze sales funnels, track key performance indicators, and improve data integrity within CRM systems. Passionate about leveraging data to drive sales efficiency and enhance customer relationship strategies.

Contact

Phone: 0912-066-3026

Email: lrackram201@gmail.com

Website: sejaycodes.github.io

Address: P8 Lumbocan, Butuan City

Skills

Data Analysis & Visualization: SQL, Python (Pandas, NumPy, Matplotlib), Google Data Studio, Microsoft Excel

Databases & Cloud: MySQL, AWS(S3), Google Cloud platform

Programming & Tools: Git, Shell, C++, JavaScript

CRM Platforms: Salesforce

Language

- English
- Filipino

CARL JOSHUA MAGDAEL

CRM Data Analyst

Education

(2017-2021)

CARAGA STATE UNIVERSITY

Bachelor of Science in Computer Science

(2015-2017)

SAINT JOSEPH INSTITUTE OF TECHNOLOGY

Science, Technology, Engineering, & Mathematics
High Honors

Professional Experience

(2024-2025)

CLOUD SUPPORT ASSOCIATE

NimbusTech Solutions - Makati, PH

- Developed custom Python scripts to parse and clean unstructured support ticket data, identifying the top 5 recurring product issues which informed a **10%** reduction in ticket volume after targeted bug fixes.

(2023-2024)

IT SUPPORT SPECIALIST

Byte Inc.

- Analyzed support ticket trends within the CRM, discovering that 30% of all inquiries were related to password resets. Proposed and helped implement a self-service password reset portal, which deflected over 200 tickets per month.
- Resolved an average of **20-25** technical support tickets per week, maintaining a **95%** satisfaction rating from end-users.

(2022)

IT OJT-TRAINEE

CloudBridge Inc. - Cebu City, PH

- Assisted the sales operations team with CRM data integrity projects, performing data cleansing on over **2,000** customer records to ensure accuracy for marketing campaigns.

Certifications

- AWS Certified Cloud Practitioner
- Google IT Support Certificate

Character References

Engr. Maria Dela Cruz

IT Manager – NimbusTech Solutions
mariadelacruz@nimbustech.com

Mr. John Reyes

Senior Systems Administrator – ByteWave Technologies
Email: johnreyes@bytewave.com