

# Sarah Jane B. Santos - Bolongaita

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Portfolio : <https://sjanedevelop.github.io/portfolio/>

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## Core Skills

1. **Web Development**
  - HTML
  - CSS
  - Javascript
2. **People Management**
3. **Credit Analysis**
4. **Microsoft Office**
5. **Interpersonal Skills**
  - Customer Service
  - Client Relations

## Career Summary

### Fast TAT Credit Services Inc.

*Operations Team Lead*

October 2018 - Present

- Supervises daily operation to ensure that daily metrics are met.
- Communicating with the client to ensure that the operations team and the client's vision are in sync.
- Generates reports for better visibility.
- Conducting quarterly performance reviews to agents.
- Daily checking of agent's quality of work.

### Account Specialist

June 2016 - October 2018

- Evaluating field investigator data then generates a report that focuses on applicant's loan legibility for easy bank consumption.
- Verifying information gathered from field investigators by reaching out to customers that are candidates for loan.

## Educational Background

Tertiary:	Bachelor of Science in Information Technology Cavite State University – Imus Campus Imus, Cavite 2010 - 2016
Secondary:	Mahonri Academy and Science High School Paliparan II, Dasmariñas, Cavite 2006 - 2010
Primary:	Mahonri Academy and Science High School Paliparan II, Dasmariñas, Cavite 2001 - 2006

**Character Reference:** (*upon request*)