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I have a wide experience in customer service, admin role, web development and financial services, business analytics and intelligence. I developed skills in data analysis, dashboard creation, data warehousing and visualisation, email marketing, creating leads and checking the possible prospect clients for the organisation.

I have Lean Management Certification, White, Yellow, Green and Six Sigma Black Belt Certified. I have experience working with a multicultural setting and international set up. I can easily adapt to change, and I can learn newly introduced technology independently. I have experience as an independent freelancer getting prospect clients from different online platforms.

AREAS OF EXPERTISE

| <u>Technical Skills</u> | <u>Soft Skills</u> |
|---|--|
| <ul style="list-style-type: none">• Frontend: HTML, CSS• Databases: MySQL, MongoDB• Scripting Languages: PHP, JavaScript• Frameworks: Bootstrap, Laravel, Nodejs• Deployment of Application on Heroku• Git, Github, Gitlab• RPM• MS Outlook• MS Excel• Google Documents (Slides, Studio)• MS Word• MS PowerPoint• Profile RPM• Tableau• Sisense• Google Sheets• Data Warehousing• Dashboard Creation• Data Analysis Expression (DAX)• Data Governance• Data Manipulation• Data Modelling | <ul style="list-style-type: none">• Perseverance and persistence and good rapport• Empathy• Customer Service Skills• Analysis• Integrity• Courage• Professionalism• Creativity• Team Work• Respect• Excellence• Service |

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| <ul style="list-style-type: none"> • Solution Design • Power Query • MS Power BI • Monday.com • Jira • Power Automate • Power Pivot | |
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PROFESSIONAL CERTIFICATION

- **White Belt Six Sigma** - Telus International, 2021
- **IAspire Leadership Certification** - Telus International, 2022
- **Certified Lean Management + Manufacturing in Lean Six Sigma** - Udemy, 2022
- **Six Sigma: Certified Lean Six Sigma Yellow Belt**
- Six Sigma Academy Amsterdam, 2022
- **Six Sigma: Certified Lean Six Sigma Green Belt**
- Six Sigma Academy Amsterdam, 2022
- **Six Sigma: Certified Lean Six Sigma Black Belt**
- Six Sigma Academy Amsterdam, 2022

PREVIOUS ACHIEVEMENTS

Telus

- Successfully deploy to work from home set up 85% of the production's operations
- Deliver process improvements in dashboard and roster management tools
- Created consolidated dashboard for the stakeholders
- Lessen escalation to clients

Recruitment

- Add company revenue to almost 5% of the total monthly placement.
- Deliver 95% result in candidate's compliance.
- I was able to accurately gather data for monthly reporting.
- Consistent in delivering 100% quality to the client.
- I was able to add leads generation by 10% in the 1st quarter of the year.
- Success in delivering important documents to the consultants.
- Increase in productivity.
- Success in sending links to the target market.
- Achievement in delivering requirements to the client.

PROFESSIONAL EXPERIENCE

June 2022 - Present

CBRE (Coldwell Banker Richard Ellis) - Makati City, Philippines

Business Intelligence Analyst

Company Description: CBRE Group is an American commercial real estate services and investment firm. The abbreviation CBRE stands for Coldwell Banker Richard Ellis. It is the world's largest commercial real estate services and investment firm (based on 2021 revenue). A Global leader in commercial real estate services and investments. With services, insights and data that span every dimension of the industry, it creates solutions for clients of every size, in every sector and across every geography.

Reporting to: Business Intelligence Manager

Position Summary

- Business Intelligence Analyst uses data to provide strategic guidance and improve the business performance of an organization. Expert in drawing insights out of large amounts of data using market standard visualization tools such as, but not limited to, Tableau and/or Microsoft Excel and Power BI.

Primary Responsibilities

- Using a variety of analytics tools to analyze data and determine business performance.
- Transforming raw data into insights, reports, charts, visualizations and forecasts.
- Working with stakeholders to develop metrics used in performance assessment and key performance indicators (KPIs).
- Developing new data analysis methods, from data gathering to visualization.
- Accomplish tasks required by the account and other tasks that may be assigned by the MI Team Leader/MI Account Manager
- Process data required for the preparation of the reports
- Review all data inputs to ensure the accuracy of the reports
- Consolidate data in the required formats
- Submit reports on a timely basis
- Ensure that all reports are correct and without error
- Document changes in reports prepared
- Understand key aspects of the client engagement
- Provide feedback on process improvements needed for quality in service delivery
- Ensure that errors are corrected within the appropriate time frame and are escalated properly
- Identify skills required to ensure that tasks are completed and proper training is provided

November 2020 to May 2022

TELUS International, Philippines

Reporting Analyst - IT Business Analytics and Tools Enablement

Company Description: TELUS International is a subsidiary of TELUS, a national telecommunications company in Canada. It is a leading digital customer experience (CX) innovator that designs, builds and delivers next-gen digital solutions for global and disruptive brands. TELUS International provides multilingual customer service outsourcing and digital

IT services to global clients.

Stakeholder Description: British multinational universal bank, headquartered in London, England & Tech company based in San Francisco, provides mobility as a service, ride-hailing, food delivery, package delivery, couriers, and freight transportation.

Reporting to: Business Intelligence Manager

Input and Data Gathering

- Gather and maintain a wide array of data-related business processes and reporting. This involves both entering information into existing databases and creating new processes and programs to accurately input and store critical data. I also work with data structures and metadata to ensure consistency, security, and accessibility.

Analyze Information

- Take an active role in data analysis and interpretation. I assemble, analyze and evaluate internal operational data, demonstrating ability to determine trends. Includes the comparison of data across different sources and definitions. I frequently need to exercise sound judgment while analyzing and interpreting data to ensure a high level of accuracy, timeliness, and usefulness for business leaders.

Prepare Reports

- Prepare necessary data, documents and reports needed for upper management and executives, on a weekly, monthly, quarterly or yearly basis. Reports can be created in any Telus allowed tools like Google Suite, Excel or Sisense.

Collaboration with Stakeholders

- Frequently work across business lines, conferring with managers and executives to gather requirements and specifications while developing enhanced data and reporting tools. I work directly with team leaders to gain a better sense of the current shortcomings in reporting technology and devise solutions to enhance reporting and data management.

Conduct System and Database Audits

- Ensure data accuracy and efficiency, I conduct routine audits of data sources or storage, conducting many tests and analyzing the results before devising new solutions or finding ways to enhance data management solutions.

Others

- Other tasks deemed necessary for the role

Reporting & General Admin Analyst

Position Summary

- Provide administrative support for the account/ program by coordinating with various internal departments (i.e. QA, Learning Services, HR, Workforce, etc...).
- Seek immediate action and resolution to administrative concerns, inquiries, and issues of the account by the accurate gathering and cascading of information to and from applicable units.
- Support the Operations Management in the roll-out of account initiatives by establishing accountability for administrative needs.
- Provides administrative assistance to all associates within the account.

Functional Responsibilities

- Address the administrative needs of the account by coordinating with the Operations

Management on account needs and goals. Contributes to the attainment of optimum performance and service levels by providing administrative support for the entire account (i.e. monitoring metrics, attendance, attrition, etc...).

- Update program / account files and collates team reports for program / account report generation. Files and organizes internal reports for easy access and availability. Maintains the account's communication and bulletin boards (i.e. generates list of winners for daily/weekly/monthly incentives on the floor, exemplary performers, promotions and new hires, etc...)
- Act as the Human Resource person for the account. Coordinates with the Human Resources departments (i.e. Compensation and Benefits, Employee Relations, Recruitment, etc...) for HR concerns of the account (i.e. disputes, inquiries, hearings, etc...). Transmits important documents and information and secures confidential records for proper safekeeping. Submits disputes, inquiries and grievances regarding payroll, compensation and employee relations for immediate action and addressing. Provides data on upcoming events to the account.
- Attend regular meetings with Human Resources (i.e. HR at the Lounge, etc...) to gather important information for immediate dissemination to the account. Liaisons with other Program Coordinators in order to keep information up-to-date and discuss common concerns across all accounts.
- Update Baleen information and templates by gathering updated data from the intranet. Maintains Baleen information contained in various documents in order for agents to be able to review overall account performance and individual contributions on a real-time basis. Assists the Team Leaders in collating individual / team metrics.
- Ensure the availability of supplies, materials and other resources required for day-to-day operations of the account. Checks inventory of current supplies and forecasts future supply needs of the account. Submits requisitions for additional supplies and other necessary materials.
- Assist in queue management and floor support by logging into the pertinent WFM system and checking queue and call volume. Provides data to Call Center Coordinators / Command Center in order to improve and check on the account's productivity levels (i.e. lessen abandoned calls, improve Service Levels, etc...).
- Coordinate with Call Center Coordinators and other Work Force personnel / departments regarding suspensions, schedule swaps, attrition, leaves utilization, etc... Submits the necessary documents respective to concerns and needs of the account. Ensures that pertinent database information is updated by way of reports and documents submitted.
- Assist in Customer Experience and Learning Services initiatives aimed at updating product knowledge and improving overall productivity of the team members of the account by coordinating with other departments for the necessary resources and materials (i.e. equipment, room reservations, etc...).

April 2019 to Nov 2020

Booth and Partners Pty Ltd - Makati City, Philippines

Company Description: Booth & Partners is a boutique outsourcing company headquartered in Manila, Philippines. It provides tailored outsourcing services to help small- to medium-sized growing businesses improve focus, realize better asset utilization and generate ever-greater corporate value.

Client Description: Michael Page is one of the world's leading professional recruitment consultancies, specializing in the placement of candidates in permanent, contract, temporary and interim positions with clients around the world. The Group has operations in the Americas, UK, Continental Europe, Asia-Pacific and Africa.

December 2019 to October 2020**Position: Data Specialist - Placement Compliance Associate - Michael Page, Asia Pacific**

- Doing Temporary Placement Compliance and Perm Placement Compliance admin task
- Exporting Candidates from Visitors Log and Bulk upload to Xref
- Checking Australian Citizenship, Mailbox Request (Personal Email)
- Candidate Compliance Backtracking of Perm & Temp Requests End of Week Report
- Sending follow up emails to Consultants (Perm, Temp & Candidates at Client Interview Folders)
- Thru Compliance Mailbox, requests are being processed to check if there's Xref and Work Rights in Profile RPM for the Temp Candidate thru Profile RPM filtered fields, requests are being processed to check if there's Xref and Work Rights in Profile RPM for the Perm Candidate Associate downloads details needed thru IPAD Receptionist to XRef Platform.
- Adhoc tasks sent by the consultant.
- Filtering thru Profile Database RPM filtered fields, requests are being processed to check if there's Xref and Work Rights in Profile RPM for the Perm Candidate
- Checking of pended Work Rights and Xref requests from Monday to Friday - tallying of processed candidates throughout the week
- Following up on emails that were sent to the consultants such as queries, verifications, asking to resend workpro & Reef requests
- Requesting working rights and references to candidates.
- Checking the client risk assessment and credit check of organisation for blue collar placement.
- Verifying if induction, training and modules have been done by the candidates through the system and add them to candidate's profile.
- Verifying the correctness of the working papers provided by the candidates and approved them through the system and add to their profile.
- Processing leads of organisations and contacts that will become prospects and clients to be contacted by the responsible team.
- Formatting the data according to the organisation's guidelines and standard

April 2019 to December 2019**Position: Data Specialist - Michael Page, Australia & New Zealand**

- The primary responsibility of a Data Entry-CV Registration Associate is to prepare data for system entry and formatting by compiling and sorting information; establishing entry and formatting priorities as instructed by the Team Leader. The role must ensure the efficiency and accuracy of all data and other related information.
- Perform fast and accurate data entry and CV formatting of all information as assigned.
- Process the documentations received in accordance to the agreed service standards and established policies and procedures
- Check, verify, and correct source documents for accuracy
- Update and maintain information on system
- Maintain a high level of confidentiality and discretion over sensitive documents
- Knowledgeable with correct spelling, grammar, and punctuation

January 2019 to Current Upwork Data Specialist | Web Designer

- Freelancer responsible for completing the project and task description of the client. Independent research assistant for those who seek help.
- Data analysis and improving the content
- Front-end web designing using HTML, CSS and Javascript

October 2018 to Dec 2020 AXA Philippines | Financial Advisor

- A Financial Advisor provides financial planning and support to clients in order to help clients achieve their financial goals.
- Financial Advisors assist clients maintain their current assets and portfolios and assist with obtaining additional assets as necessary/desired.
- All of this must be done with adherences to ethics, best practices, and pre-established financial plans.
- Provide financial planning support to clients
- Support investment professionals to cultivate client relationships
- Prepare financial plans and check their accuracy
- Respond to prospective customer queries about financial planning
- Assist in the development plans for the company
- Offer subject matter expertise to fellow Financial Advisors
- Maintain awareness of latest legislative changes that may affect financial planning

Feb 2016 to October 2017**Concentrix formerly Convergys, Makati, Philippines****Position: Sales Associate/ Technical Support - IAC, Slimware Utilities**

Company Description: Concentrix is a leader in high-value global business services. It partners with its clients to deliver end-to-end customer engagement services, technology innovations, analytics, process optimization, and business improvements.

Client Description: IAC is an American holding company, that owns brands across 100 countries, mostly in media and Internet. The company is headquartered in New York City.

- Providing solution to client's computer issues by upgrading the system's software
- Selling software products to the client from New York, New York, USA.
- Making sure that daily productivity is achieved before the end of the day.
- Giving the clients knowledge about the software products.
- Providing the right solution to customer's computer issues.
- Diagnosing client's software issues by performing basic trouble shooting using built in computer software.

PROJECT EXPERIENCE**Tuitt Coding Bootcamp Metro Manila, PH*****Project 4 Moovieler-Booking System 2019 February***

- It has sign-up, sign-in, sign-out functionalities and reset password is set for the user. Admin and user interface are created to satisfy the full functionality of the website. User has booking transaction.
- CRUD Operations, JW Token
- Environment: Linux, Apache, PHP, HTML, CSS, JavaScript, Bootstrap, Laravel, Express, Node.js, MongoDB

Project 3 Polarrise-Inventory System 2019 January

- It has sign-up, sign-in, sign-out functionalities and reset password is set for the user. Admin and user interface are created to satisfy the full functionality of the website.
- CRUD Operations

- Environment: Linux, Apache, MySQL, PHP, HTML, CSS, JavaScript, Bootstrap, JQuery, Laravel

Project 2 WeeGo-Ecommerce Site 2018 December

- It has sign-up, sign-in and sign-out functionalities. Admin and users have different website interface to perform accordingly the given transaction.
- CRUD Operations, Paypal and PHP mailer is added to check out functionality. • Environment: Linux, Apache, MySQL, PHP, HTML, CSS, JavaScript, Bootstrap, JQuery • It has sign-up, sign-in and sign-out functionalities. Admin and users have different website interface to perform accordingly the given transaction.
- CRUD Operations, Paypal and PHP mailer is added to check out functionality. • Environment: Linux, Apache, MySQL, PHP, HTML, CSS, JavaScript, Bootstrap, JQuery

Project 1 Ir Verde-Organisational Site 2018 November

- The main purpose of the website is to promulgate environmental protection through technological advances. It is an informative website.
- Mobile Responsive Design
- Environment: Linux, HTML, CSS, Bootstrap

EDUCATION

Bachelor of Science in Psychology

AMA Computer University – Quezon City, Philippines

480 HOURS Intensive Three Months Software Development Course, 2019 Tuitt Coding Bootcamp – Makati, Philippines

Bachelor of Arts in Philosophy Major in Classical Philosophy Minor in Communication Studies, 2017

Saint Paul Seminary – Silang, Cavite, Philippines

Bachelor of Arts in Philosophy, 2016

Divine Word Mission Seminary – Quezon City, Metro Manila, Philippines