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Giordano Mariano Tubeo

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Employment History:

Learning Experience Apprentice (Taskus)   **July 2025 - Present**
- Developed upskill training decks featuring weekly updates on key errors and learning opportunities.
- Led meetings to validate training materials and align process calibration.
- Served as a subject matter expert, delivering upskill training sessions on validated weekly process updates to the operations team.
- Created and administered assessment exams, analyzing results to identify team challenges and areas for improvement.
- Conducted a training needs analysis to identify skills and knowledge gaps within the organization, determining the necessary training to enhance employee performance.

Payments Risk & Operation Support (TaskUs)   **May 2023 - July 2025**
- Provided customer support for peer-to-peer payments inquiries through chat, email & voice.
- Analyzed patterns of whether an account is associated with a fraudulent transaction or violates policy and disables or reenables accounts that meet the criteria to prevent losses.
- Created and maintained interactive dashboards that have auto-generated reports for daily, weekly and monthly data trends and patterns of agent's and teams' metrics.

Content Moderator (TaskUs)   **Jan 2023 - May 2023**
- Labeled an average of three hundred social media contents daily based on an existing policy to protect product users from malicious contents and make the platform's environment safe.

Technical Support Representative (Harte Hanks)   **Apr 2022 - Sep 2022**
- Troubleshoot customers' devices over the phone based on the issues they are experiencing and provide in or out-of-warranty options to provide a positive after-sales support experience.

Education:

AMA Computer Learning Center Antipolo   **Jun 2018 - Mar 2020**
Senior High School Diploma, ICT (JAVA Programming)

Certification:

Google's Data Analytics Professional Certificate

Taskus' Data Science Preparatory Academy

Skills:

- Customer Service
- Troubleshooting
- Fraud Prevention
- Fraud Detection
- Learning Experience Delivery
- Data Cleansing
- Data Transformation
- Data Analysis
- Data Visualization
- GSuite
- Tableau
- Java
- SQL