



Jike Kirby Perez Buhay

Contact

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Additional Skills

- Superior oral and written English communication skills.
- Superior Analytical Skill set.
- Skilled in Spreadsheets, Data Cleaning, Reporting, Data Visualization, and Data Presentation.
- Superior problem-solving and critical-thinking skills.
- Superior Customer Service Skills.

Visa: Tourist Visa
Date and Place of issue:
13-12-2023 Dubai
Expiration: 25-02-2024

Professional Summary

Detail-oriented, systematic professional and certified Data Analyst that is well-versed in Microsoft Excel, Google Spreadsheets, Power BI and successful at utilizing diverse resources and analytical strategies to make effective decisions about Workforce, Marketing, Sales and Business needs.

Work Experience

July 2021 – December 2023

Google Operations Center, Philippines

Resource Optimization Senior Associate / Data Analyst

- Conducting deep dive analysis using tools such as Excel, Google Sheets/Word, Verint, Power BI, Salesforce, etc.
- Providing accurate and simplified data reports to clients about the daily statistics of the business.
- Spearheading projects using detailed presentations to clients for business improvements.
- Creating dashboards for data visualization for clients to monitor business in a real time basis.

March 2020 – April 2021

Loyalty Notability Worthy of Asia, Cambodia

Workforce Management Analyst

- Conducting deep dive analysis using tools such as Excel, Google Sheets/Word and Power BI.
- Creating dashboards for data visualization for clients to monitor business in a real time basis.
- Creating schedule shells for employees for effective staffing and recruitment needs

October 2017 – March 2020

iQor, Philippines

CSR / Workforce Management Analyst

- In my first year 2017, I was a Customer Service Representative to take calls from Telco Customers catering billing/service inquiries and selling products/services.
- I got promoted in 2018 to a Workforce Management Analyst. Creating dashboards and reports for data visualization for clients to monitor business in a real time basis. Conducting deep dive analysis using tools such as Excel, Google Sheets/Word, CRM, Teleopti and Power BI.

September 2016 - October 2017

SLK Global Philippines

Customer Service Representative

- Taking calls from Bank Customers catering billing/credit cards/service inquiries and selling products/services.
- Upselling by offering Credit cards.
- Providing excellent customer service experience to callers and aim for great feedbacks through surveys.

September 2015 – September 2016

EXL, Philippines

Customer Service Representative

- Taking calls from Customers, scheduling appointments and upselling products.
- Providing excellent customer service experience to callers and aim for great feedbacks through surveys.

Education and Certification

December 2022 - October 2023

Google

Certification: Google Data Analytics

- Eight courses developed by Google that include hands on and practice-based assessments in tools and platforms including spreadsheets, SQL, Tableau and R. Teaches how to prepare, process, analyze and share data for thoughtful action.

School Year 2012 to 2013

San Pedro Manpower Development Institute

Food and Beverage Services - NC II

- College - Vocational Course that trains students how to properly greet/talk/serve guest in a professional manner. Trains how to serve food, set up tables, bartending and cook multi international cuisine.

School Year 2011 to 2012

Alternative Learning System

- High School - Graduate of 2012

Languages

English — Fluent

Tagalog — Native

References

Google Operations Center:
goc-help@googleoperationscenter.com

Loyalty Notability Worthy of Asia:
Kantima Wanpradit
Human Resource Manager | (+855)71-3363452

iQor:
Helen T. Villapana
AVP, Talent-Payroll | helen.villapana@iqor.com

Google Data Analytics Certification:
<https://coursera.org/verify/professional-cert/E9SHDUET4QHE>