



# JAN MICHAEL DALIDA

IT PROFESSIONAL

## OBJECTIVE

*To seek a job career that will hone my skills and allow me to contribute to my chosen field. To gain more knowledge, that will be beneficial to me, the company, and the people around me, while earning for the future.*

## SKILLS

### Software

- AWS
- OBIEE
- Salesforce
- Microsoft Excel
- Zoom
- Adobe Photoshop
- Adobe LightRoom
- SQL
- Software troubleshooting for Mobile Devices and Laptops

## EXPERIENCE

### **CUSTOMER DATA MANAGEMENT ANALYST III • REED EXHIBITIONS • REED ELSEVIER PHILIPPINES(REPH) • SEPT. 01,2023 - PRESENT**

- Performs data analysis and database management to support the needs of different business units.
- Collect and manipulate data as well as create, design and develop queries to analyze, track and report internal data.
- Prepare report and recommendations and participate in the analysis and interpretation of data as appropriate.
- Identify and share best practices within the team and the different business units.
- Verify collected data is within required quality standards.
- Maintenance of different reports and databases.
- Create (Wherever applicable) and maintain documentation related to data infrastructure, reports, analytical solutions and store in appropriate repositories.
- Provide recommendations in solving data related concerns
- Provide actionable insights to BU using complex data analysis
- Support Business Units in various adhoc projects as needed.
- Train new hires.
- QA team members reports, analysis, audience segmentation.
- Supervise team members



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## Hardware

- Basic Hardware Troubleshooting of Laptop/Desktops
- Structured cabling and network troubleshooting

## **CUSTOMER DATA MANAGEMENT ANALYST II • REED EXHIBITIONS • REED ELSEVIER PHILIPPINES(REPH) • MAY 09,2022 – AUG. 30,2023**

- Performs data analysis and database management to support the needs of different business units.
- Collect and manipulate data as well as create, design and develop queries to analyze track and report internal data.
- Maintenance of different reports and databases.

## **ASSISTANT TEAM LEADER – IT EBOOK TEAM/ SALES COMMUNICATION ASSOCIATE • PHOENIX PUBLISHING HOUSE • MAR. 15, 2016 – MAY 06,2022**

- Conduct training for Sales and new hires to our team on how to effectively deliver demos of the digital products.
- Conduct training for External Clients in the use of the different digital products
- Conduct RND for prospect products
- Conduct Technical Demo of Phoenix Digital Products for both internal and external clients.
- Facilitate communication between the team and external clients thru written email.
- Coordinate with internal sales and production team for processing of eBook orders.
- Oversaw the IT eBook team in creating and distributing accounts to clients.
- Coordinate with clients on their eBook concerns
- Generate eBook sales report that is used to check validity of eBook sales report from accounting.
- Creation of Demo presentations that were used by our team or the salesforce during demos
- Responsible for Generation of Zoom links for Internal & External Meetings
- Management of Zoom Licenses
- Basic Computer troubleshooting for Computers & Networks

## **CUSTOMER SUPPORT REPRESENTATIVE • PROSYNC • NOV. 2014 – FEB. 2016**

- Handled technical and billing inquiries from customers. I was assigned as an outbound, inbound and later as an Email support representative.

**TECHNICAL SUPPORT REPRESENTATIVE • TELEPERFORMANCE  
PHILIPPINES • FEB. 2009 – FEB. 2010**

- Handled technical and billing inquiries from customers.  
Mainly support was done over the phone.

**ASSOCIATE SOFTWARE ENGINEER • ACCENTURE PHILIPPINES •  
AUG. 2008 – NOV. 2008**

- Primary task was to create or edit existing programs for clients. Programming language that was used for editing or creation of scripts was PeopleSoft.

## **EDUCATION**

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**CISCO TRAINING • JUNE 2012 – JUNE 2013 • MAPUA INSTITUTE OF  
TECHNOLOGY MAKATI**

**BS COE • JUNE 2003 – MARCH 2008 • DON BOSCO TECHNICAL  
COLLEGE**

**HIGHSCHOOL • JUNE 1999 – MARCH 2003 • DON BOSCO TECHNICAL  
COLLEGE**

**ELEMENTARY • JUNE 1997 – MARCH 1999 • DON BOSCO TECHNICAL  
COLLEGE**

**ELEMENTARY • JUNE 1994 – MARCH 1997 • DON BOSCO SCHOOL  
MANILA**

**ELEMENTARY • JUNE 1993 – MARCH 1994 • DOLE PHILIPPINES  
SCHOOL**

## **REFERENCE**

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