



Jericho

## Details

NATIONALITY

Filipino

DATE / PLACE OF BIRTH

## Links

## Skills

Ability to Work Under Pressure

Client Request Management

Structured Query Language

Data Scrapping

Data Analysis

Microsoft Excel

Microsoft Ofwce

Power BI

Customer Service

## Profile

Experienced and dedicated Senior Research Analyst for

Adept at receiving and monitoring data from multiple sources, understanding different Financial Markets, and processing relevant information regarding various kinds of investment securities such as Bonds, Money Market instruments, and Preferred shares. I am a consistent Top Performer and received various awards during my tenure.

## Employment History

### SENIOR RESEARCH ANALYST,

APRIL 2023 - FEBRUARY 2025

- Effectively managed Client Request by communicating with internal and external clients.
- Held market transfer training on market-specific procedures to other analysts.
- Coached and mentored new hires, resulting in improved job performance and knowledge.
- Fulfilled the research market study needs as and when required/ requested by external clients in order to procure and retain future/current business.
- Performed manual testing of applications used within the team, ensuring that all requirements were met.
- Collaborated with Business Analysts and Process specialists to develop strategies and create specific market manuals that led to improved market coverage in foreign markets.

### RESEARCH ANALYST,

APRIL 2021 - APRIL 2023

- Monitored updates, new processes, and procedures on assigned markets and tasks relating to debt securities and preferred shares.
- Conducted a comprehensive analysis of Financial documents such as Prospectus, Pricing supplement, Term sheet, Press Release, etc.
- Scrapping data from various sources and processing and allocating tasks within the team.
- Provide timely, accurate, and reliable financial market data on the internal database and to internal/external clientele.
- Handled the creation and reporting of task discrepancies to ensure a high productivity rate within the team.
- Contributed to Fixing and signing off audit resolution and recommendations received from the Quality/Client support team per process guidelines.
- Improved database maintenance through document and data research

### CUSTOMER SERVICE REPRESENTATIVE

AUGUST 2020 - FEBRUARY 2021

- Provide excellent customer service through voice and non-voice channels.
- Handled large volume of calls on a day-to-day basis with a sense of calm and good work ethic.
- Utilized active listening skills to identify customer needs and offered appropriate solutions.

GDeveloped and maintained relationships ith customers, resulting in increased customer satisfaction.

GTrack the shipment status of customers' orders, and initiate the release of funds from sales for vendors.

GEducate customers about their transaction status 'hile sho'ing empathy for their current situation.(

GSuccessfully guide customers ith their account needs )Ho' to add their banks to PayPal Account, (Deposit and 'ithdra' money, and account settings.H

GInitiate outbound calls if additional security steps are necessary for certain customers.

GMaintained up to date kno'ledge of products and services

## Education

**Bachelor of Science and Business Administration major in Export Management**

AUGUST 2015 • DECEMBER 2019

**Bachelor of Science in Electronics and Communications Engineering,**

AUGUST 2012 • NOVEMBER 2014

## Internships

**Air Export Department Intern,**

SEPTEMBER 2019 • NOVEMBER 2019

## Awards and Achievements

**Most Productive Analyst FY 2022-2023 Q2 and Q3**

**Top Performer FY 2021-2022,**

## Certifications

**Foundations: Data, Data, Everywhere, Coursera**

**Ask Questions to Make Data-Driven Decisions, Coursera**



Aug 28, 2023

Jericho [REDACTED]

has successfully completed

**Foundations: Data, Data, Everywhere**

an online non-credit course authorized by Google and offered through Coursera

COURSE  
CERTIFICATE



[REDACTED]  
Global Director of Google Career Certificates

[REDACTED]  
Coursera has confirmed the identity of this individual and their  
participation in the course.



Sep 21, 2023

Jericho [REDACTED]

has successfully completed

**Ask Questions to Make Data-Driven Decisions**

an online non-credit course authorized by Google and offered through Coursera

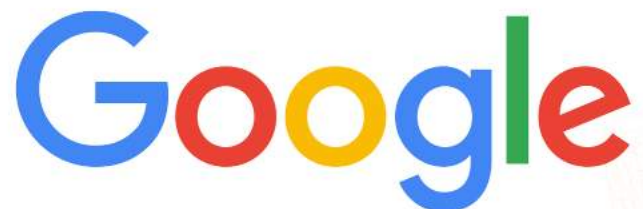


Global Director of Google Career Certificates

COURSE  
CERTIFICATE



[REDACTED]  
Coursera has confirmed the identity of this individual and their  
participation in the course.



Oct 14, 2023

Jericho [REDACTED]

has successfully completed

### Prepare Data for Exploration

an online non-credit course authorized by Google and offered through Coursera



Global Director of Google Career Certificates

## COURSE CERTIFICATE



[REDACTED]  
Coursera has confirmed the identity of this individual and their participation in the course.