



Christine

[Redacted]

[Redacted]

[Redacted]

[Redacted]

EDUCATION

Bachelor of Science in Information Technology

[Redacted]

2012-2016

TECHNICAL SKILLS AND QUALIFICATION

- PostgreSQL, MySQL, HTML, CSS, PHP, Bootstrap
- Wordpress
- Adobe Photoshop, MS Office
- Ability to work under pressure and multi-task
- Self-driven and has a good moral character
- Willing to learn and to be trained.

WORK EXPERIENCE

RISK ANALYST

September 2021-Present

[Redacted]

- Review and verify documents sent by clients
- Handle inquiries with questions related to the website's product and process.
- Monitors and make a thorough analysis of any fraudulent transactions and suspicious accounts of clients.
- Analyzing real-time queues and identifying high-risk transactions in customer banking and trade transactions to detect common patterns of suspicious behavior.
- Manually capturing transactions.
- Creating shift reports and risk management reports
- Respond to customer issues and provide the first level of issue resolution. Provides backup support to trading desk teams when needed.

QUALITY ANALYST

September 2020-Present

[Redacted]

- Conduct manual and automated testing procedures on websites.
- Test internal tools such as WordPress plugins and themes.
- Perform diagnostics and provide developers the steps to replicate bugs.
- Provide documentation and project history by submitting site issues to Salesforce and Gitlab.

APPLICATION SUPPORT

January 2021 - June 2021

[Redacted]

- Familiarizing the HMS Systems (Healthcare Messaging)
- Basic Troubleshooting
- Primary support liaison between company and customer.
- Handle support tickets and keep up with SLA.
- Generate monthly reports.

AUDIT RISK OFFICER

January 2018 - June 2020

[Redacted]

- Verifies account of every client
- Ensures compliance of clients to company's rules and regulations.
- Monitors and make a thorough analysis of clients betting activity.
- Creates a detailed Transaction Report
- Perform other tasks which may be required in the position.

TECHNICAL SUPPORT SPECIALIST

October 2016-March 2017

[Redacted]

- Basic Troubleshooting
- Handles support tickets
- Create reports and resolved issues in timely manner.