

AL VINTOLA

Business Data Analyst

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PROFILE

Business data analyst who turns commercial questions into measurable answers. I work with stakeholders to define the KPIs that act as early warning signals, build the pricing and market analysis behind them, and ship the dashboards that keep decisions grounded in data. Background spans BI development, process mapping and operational reporting across analytics, retail and BPO environments.

CORE SKILLS

Analysis & Modelling: Pricing optimisation, competitive benchmarking, market penetration analysis, KPI design, elasticity and velocity analysis, variance and trend analysis

Tools & Languages: SQL, Python (pandas, Jupyter Lab), Power BI / DAX, Excel with Power Query, Google BigQuery, Looker Studio, DuckDB

Delivery: Interactive dashboard design, ad-hoc and executive reporting, requirements gathering, process mapping, stakeholder partnering

PROFESSIONAL EXPERIENCE

Business Data Analyst

May 2026 - September 2026

WrkPod Careers · Full-time · On-site

- Partner closely with stakeholders to establish business KPIs that act as early warning signals for emerging risks and track progress against projected targets.
- Optimise product pricing through market data analysis and rigorous competitive benchmarking.
- Design interactive dashboards on Python and SQL databases to put decision-ready data in front of the business.
- Produce ad-hoc reporting, including in-depth emerging market research, to assess penetration rates and surface new avenues for growth.

Power BI Developer

Nov 2022 - Jan 2025

Connex · Pampanga, Philippines

- Built and maintained a range of Power BI dashboards to client specification, enabling data-driven decisions across reporting lines.
- Translated client requirements into data models, measures and visuals, then iterated with stakeholders through review cycles.

Data Analyst

Jan 2022 - Sep 2022

Your Team Cloud / My Custom Software · Dumaguete, Philippines

- Created Google Data Studio reports and supporting documentation to pull metrics data and present it to stakeholders.
- Delivered concise resourcing analysis that guided placement decisions, moving expected productive hours closer to 100%.

Tech Coach

Jul 2021 - Nov 2021

Asurion · Iloilo, Philippines

- Handled 15+ calls per day, processing claims and replacements efficiently and lifting customer satisfaction survey results.

Quality and Training Coordinator

Feb 2021 - Jun 2021

Conectys · Iloilo, Philippines

- Established QA coaching strategies and training programmes that pushed throughput above 90% and QA scores past the client standard of 80%.

Business Analyst

Jan 2020 - Jan 2021

Nearsol · Iloilo, Philippines

- Produced on-demand reporting for stakeholders and coordinated with the automation team on database mapping.
- Cut report turnaround from days or hours to minutes by mapping and automating the underlying data pulls.

Workforce Real-Time Analyst

Jun 2019 - Jan 2020

Nearsol · Iloilo, Philippines

- Monitored operational adherence to schedule and reported live data, keeping account service level above 80%.

EARLIER EXPERIENCE

Progressive roles across customer operations, quality assurance and training — the foundation for later analytics work.

Customer Service Representative — Nearsol, Iloilo	Dec 2018 – Jun 2019
Product Specific Trainer — HGS, Iloilo	Apr 2015 – Mar 2017
Team Leader, then Technical Support Representative — Transcom, Iloilo	Apr 2014 – Dec 2014
Inside Product Specialist — Dell, Quezon City	May 2010 – Nov 2013
SMB Resolution Expert — Dell, Quezon City	Aug 2009 – May 2010
Senior QA and Line Trainer — HGS, Pasig	Apr 2006 – Jul 2009
Quality Analyst — HGS, Pasig	Sep 2005 – Mar 2008

Highlights: 100% monthly sales goal attainment at Dell; 100% client quality standards met across training waves at HGS; collections 10% above target at Nearsol; CSAT above 90% at Transcom.

EDUCATION

Bachelor of Arts, General Literature <i>Mindanao State University – Iligan · coursework, degree not completed</i>	2001 – 2003
BS Psychology <i>University of San Agustin – Iloilo · coursework, degree not completed</i>	1998 – 2000
BS Psychology <i>Silliman University – Dumaguete · coursework, degree not completed</i>	1993 – 1997

INTERESTS

Linux and self-hosted tooling · PowerShell and shell scripting · cosmology · philosophy of meaning