

CARLO MAZON

Technical Support Specialist & Data Analyst

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PROFESSIONAL SUMMARY

Results-driven Technical Support Specialist and Data Analyst with 10+ years of experience in remote and on-site environments. Expert in Business Intelligence (Power BI), CRM Management (Salesforce, Pipedrive), Technical Support Operations, Data Reporting, Dashboard Development, and Website Management. Proven ability to automate data workflows, integrate APIs, monitor production systems, and deliver actionable insights. Strong communicator with leadership experience and critical problem-solving skills. Available for remote, freelance, part-time, or full-time positions.

CORE COMPETENCIES

- **Business Intelligence & Reporting:** Power BI, Dashboard Development, Data Visualization, KPI Tracking
- **Technical Support:** Production Monitoring, Incident Management, System Administration, Server Monitoring
- **CRM & Sales Tools:** Salesforce, Pipedrive, Case Management, API Integration
- **Web Development:** WordPress, Website Management, HTML, CSS, Domain Configuration
- **SEO & Digital Marketing:** SEO Optimization, Backlink Management, Google Analytics, Semrush
- **Financial Systems:** MYOB, Financial Reporting, Data Reconciliation
- **Data Management:** SQL, API Integration, Data Transformation, Automated Reporting
- **Collaboration Tools:** SharePoint, Slack, Microsoft Office Suite, Google Workspace
- **Soft Skills:** Leadership, Communication, Problem-Solving, Critical Thinking, Time Management

PROFESSIONAL EXPERIENCE

Production Support Operator / Production Support Specialist II

Dayforce (Contract) | May 2022 – May 2026

- Monitored production servers and time-sensitive scheduled jobs ensuring 99.9% uptime across payroll processing systems.
- Managed end-to-end data transmission processes for payroll and financial systems including validation and error resolution.
- Handled Salesforce CRM cases and ServiceDesk incidents with a 95% first-contact resolution rate.
- Coordinated problem identification, status reporting, and resolution across multiple time zones.
- Escalated critical issues to Production Analysts and documented all incidents in SharePoint.
- Created and maintained comprehensive process documentation improving team efficiency and knowledge transfer.

Business Intelligence Specialist / Reporting Dashboard Specialist

Service Integrity | Aug 2024 – Jan 2025

- Designed and implemented management dashboards using Power BI to track KPIs and performance metrics.
- Integrated backend systems with Power BI using REST APIs to automate reporting workflows.
- Developed automated dashboards displaying advertising metrics, CRM sales data, and MYOB financials.
- Consolidated internal and external reports into unified visualization platforms for executive decision-making.
- Established automated data refresh schedules, reducing manual reporting time by 70%.

Technical Support Specialist / Website Specialist

VA Network | Jan 2023 – Jun 2024

- Built and maintained WordPress websites ensuring functionality, security, and performance optimization.
- Provided ongoing monitoring, troubleshooting, and technical support for client web properties.
- Implemented SEO best practices resulting in improved search rankings.

SEO Virtual Assistant

Accelerate Agency | Dec 2021 – Feb 2022

- Executed large-scale SEO campaigns optimizing hundreds of domains for organic search visibility.
- Configured domains and implemented on-page SEO strategies for enhanced SERP performance.

Computer Operator / Systems Administrator

Abdullah Al-Othaim Markets, Saudi Arabia | Apr 2019 – May 2021

- Managed daily system updates and price change implementations across retail operations.
- Reduced negative sales variance by 45% through systematic inventory reconciliation.
- Created technical incident reports and coordinated resolution with IT teams.

Administrative Assistant

St. Luke's Medical Center | Nov 2017 – Dec 2018

- Delivered excellent customer service while maintaining confidentiality of patient records.
- Ensured accurate and timely release of medical results following HIPAA protocols.

Data Analyst / Business Process Specialist

Pointwest Innovations Corporation | Sep 2015 – Jun 2017

- Provided technical analysis support for clinical specialists processing healthcare data.
- Generated comprehensive reports for client decision-making and compliance requirements.
- Conducted manual testing, QA, and data validation, correcting discrepancies.
- Delivered accurate time-sensitive reports meeting strict deadlines.

EDUCATION

Bachelor of Science in Computer Science

STI College, Fairview, Quezon City | 2011 – 2015

TECHNICAL SKILLS

- **Business Intelligence & Analytics:** Power BI, Google Analytics, KPI Dashboards, Excel Advanced Functions
- **CRM & Business Systems:** Salesforce, Pipedrive, MYOB, SharePoint, ServiceDesk
- **Web Technologies:** WordPress, HTML, CSS, REST APIs, Domain Management
- **SEO & Marketing:** Semrush, Backlink Management, On-Page SEO, HubSpot, Google Digital Marketing
- **Programming & Databases:** SQL, Java (Basic), Python (Basic), API Integration
- **Support Tools:** Production Monitoring, Incident Management, Server Administration, Job Scheduling

CERTIFICATIONS & TRAINING

- Google Advanced Data Analytics Certification (2024)
- Advanced Google Analytics Certification (2022–2025)
- Google Analytics Individual Qualification (2022–2023)
- SEO Certified – HubSpot Academy (2022–2023)
- Backlink Management – Semrush Academy (2024–2025)
- SEO Principles – Semrush Academy (2024–2025)
- Fundamentals of Digital Marketing – Google Digital Garage (2022)
- Advanced Excel for BPO – Pointwest Innovations (2016)
- Java Programming – National Computer Center, UP Open University (2015)
- Network Security: BackTrack Linux – STI College Fairview (2014)