

# **Gift Nitchie M. Jamola**

Taguig City  
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## **Professional Summary**

Results-driven professional specializing in process automation and reporting solutions. Experienced in developing Excel and Macro Express automations that significantly improve operational efficiency and data quality. Highly skilled in report management, including designing insightful dashboards using Excel and Power BI. Proficient in building and maintaining structured lists and databases through Microsoft Lists, SharePoint, and Microsoft Forms. Experienced in leveraging AI tools to design end-to-end product plans and solution frameworks, supporting requirements gathering, roadmap creation, feature prioritization, and data-driven decision-making. Additionally, brings experience as a transcriptionist with strong attention to detail, complemented by formal training in Product Management to drive continuous process improvement and innovative solution development.

## **Educational Attainment**

University of the Philippines Manila, Ermita, Manila  
BS Nursing, 2002-2008

## **Work Experience**

MSK CSK Assistant Manager  
Optum Global Solutions  
McKinley Hill, Taguig City  
Nov 2022 - Present

MSK CSK Management Trainee  
Optum Global Solutions  
McKinley Hill, Taguig City  
Nov 2021 – Nov 2022

MCR-NLT Subject Matter Expert  
Optum Global Solutions  
McKinley Hill, Taguig City  
Aug 2015 – Nov 2021

MCR-Letters Admin. Coordinator  
UnitedHealth Group  
McKinley Hill, Taguig City  
May 2013-Aug 2015

TOPS-AIM  
UnitedHealth Group  
McKinley Hill, Taguig City  
August 2012 - May 2013

Health Insurance Sales Assistant  
Alta Resources  
Ortigas, Pasig City  
March 2012 – July 2012

Health Care Representative, Provider Services  
Hinduja Global Solutions  
Libis, Quezon City  
July 2008- March 2012

## **Awards**

2<sup>nd</sup> runner-up,  
I-Gen Project (Bright Ideas competition), August 2025

Champion  
Clinical Quality Remediation Q1 2023

Top QNI Savings Award for Q1  
CSN, Q1 2021

## **Trainings and Certifications**

Product Management  
March 2026

Lean Certified February  
2022

Advanced MS Excel Training  
July 2021

White Belt Certified  
2018