

VANNESA JANE CAÑA

CONTACT

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SUMMARY

Detail-oriented data specialist with experience in CRM management, data analysis, and property data verification. Strong expertise in Excel, database maintenance, and verifying information with accuracy. Excellent communication skills for liaising with professionals and ensuring data integrity. Seeking to leverage analytical and organizational skills in your company.

EDUCATION

CAVITE STATE UNIVERSITY
Bachelor of Science in Civil
Engineering
2014-2019

CERTIFICATION

PROFESSIONAL LICENSURE
2019 Civil Engineering Board
Exam Passer

SKILLS

- CRM System
- Data analysis
- Account management
- Communication and Outreach
- Fraud detection
- Critical Thinking
- EXCEL (Pivot Tables, VLOOKUP)
- Analytical skills

WORK EXPERIENCE

Intouchcx (2024 - Present)

VERIFICATIONS SPECIALIST

- Used a CRM system to manage account information and communicate with consumers.
- Ensured compliance with company policies and industry regulations.
- Reached out to consumers and financial institutions via calls or email for follow-ups, verification, and assistance in completing the verification process
- Reviewed consumer accounts and documents for identity, address, and income verification.

Teleperformance (2022 - 2023)

FRAUD SPECIALIST

- Conducted background checks and document reviews to identify fraudulent activities.
- Communicated with account holders to resolve financial discrepancies.
- Assisted in fraud recovery efforts by analyzing transaction patterns.

WORKFORCE ANALYST

- Managed and analyzed workforce data to optimize operations.
- Maintained and updated CRM systems, ensuring accurate information.
- Created reports and dashboards using Excel for performance tracking.

Property Company of Friends, Inc. (2020 - 2021)

CIVIL ENGINEER

- Managed large datasets and created reports for project tracking.
- Developed strong Excel skills for data analysis and organization.