


# Jessielyn Cantalejo

 Metro Manila, Philippines

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**PROFESSIONAL SUMMARY** Data and reporting professional with 15+ years of experience in performance analytics, MIS reporting, and operational data analysis within global banking environments. Experienced in building KPI scorecards, dashboards, and automated reporting solutions using Excel, SAS, and data warehouse tools. Skilled in supporting regional performance monitoring, incentive reporting, and data-driven decision-making while ensuring governance, accuracy, and operational efficiency.

## WORK EXPERIENCE

### **Citibank N.A. Regional Operating Headquarters**

May 2020 – May 2024

#### **Regional Performance Reporting Analyst**

Managed regional performance reporting and KPI scorecard monitoring supporting sales performance and incentive management programs. Prepared dashboards and recurring reports covering productivity, incentive payouts, budget utilization, and performance trends. Conducted data analysis including variance reviews, market benchmarking, and outlier analysis to generate performance insights for business stakeholders. Supported governance of regional incentive programs by ensuring adherence to global guidelines, risk and control requirements, and audit readiness. Performed financial tracking including budget monitoring, accrual management, and variance analysis, while also supporting regional initiatives and legacy market projects involving incentive payout arrangements and reporting transitions.

### **Citigroup Business Process Solutions**

May 2017 – April 2020

#### **MIS Analytics & Incentive Specialist – CBPS, PH & Singapore CitiPhone**

Managed MIS reporting and performance analytics supporting CitiPhone Singapore contact center operations. Led the migration and consolidation of operational reports to the CBPS Singapore site and maintained recurring MIS reporting including intra-day, daily, weekly, and monthly dashboards for regional and country leadership. Supported the administration and reporting of variable incentive compensation programs across multiple sites, ensuring accurate payroll endorsements and data validation. Collaborated with KPI owners, finance, HR, and regional teams to develop tracking mechanisms for service and sales metrics, while applying data analysis and modeling techniques to support incentive performance monitoring and reporting improvements.

December 2015 – April 2017

#### **MIS & Data Analytics Specialist – CBPS, PH & Australia Fraud & Collections**

Performed data analysis and produced management reports supporting regional fraud risk, collections, debt management, and credit initiation teams across the Philippines and Australia. Managed recurring MIS reporting to monitor operational performance and support decision-making. Analyzed business data to identify trends and process improvement opportunities that enhanced reporting efficiency and operational effectiveness. Collaborated with cross-functional stakeholders to validate data insights and support resolution of business and reporting issues.

May 2013 – November 2015

#### **Business Intelligence Data Analyst – CBPS, PH & Australia CitiPhone**

Supported enterprise data integrity and business intelligence initiatives by extracting and analyzing data from the data warehouse using SAS and Teradata. Conducted data validation and analysis to identify gaps in KYC (Know Your Customer) data fields and assisted in resolving data discrepancies across business units. Contributed to the migration of local, regional, and global reporting into the enhanced enterprise data warehouse, including UAT and regression testing. Enhanced and automated reporting processes to improve efficiency, timeliness, and accuracy of management reports used for operational monitoring and decision-making, while collaborating with regional teams and stakeholders.

April 2011 – May 2013

**MIS Analyst – CBPS, PH & AU Collections, Hardship & Debt Recovery**

Produced accurate MIS reports and data analysis to support business performance reviews and operational decision-making. Utilized quantitative analysis to identify trends and provide comparative insights into business performance. Supported strategy and analytics teams in conducting business reviews using MIS data. Automated recurring reports using SAS (Base SAS and SAS Enterprise Guide), improving reporting efficiency and accuracy.

February 2009 – March 2011

**Systems Analyst – CBPS, PH & AU Collections, Hardship & Debt Recovery**

Supported system development and enhancement initiatives for collections and credit operations by coordinating User Acceptance Testing (UAT) and validating system functionality. Collaborated with vendors, developers, and business stakeholders to gather requirements, document process gaps, and ensure technical solutions aligned with operational needs. Assisted in defining business logic and system rules for platforms including XCalibur, Internet Payment System (IPP), eCollections, and the Computer Assisted Collections System (CACs), while contributing to system improvements and implementation support.

May 2007 – January 2009

**Credit Verifications Officer – Credit Operations Australia**

Processed and re-evaluated credit card applications to verify customer information and ensure compliance with credit and fraud risk guidelines prior to approval. Handled application reviews for cancelled and restarted cases while coordinating with credit officers to support accurate risk assessment. Supported inbound and dialer-based verification processes, contributing to operational efficiency and adherence to service handling standards.

**INFONXX Philippines**

December 2005 – December 2007

**Customer Solutions Officer**

Provided information and directory assistance services for U.S. market customers, including business listings, restaurant and entertainment information, and driving directions. Maintained high standards of accuracy and service quality while assisting customers with timely and reliable information support.

October 2004

**Asian Technologies**

On-the-Job Training – Desktop Production Unit

**CERTIFICATIONS & TRAININGS**

**SAS Enterprise Guide (EG)** – SAS Training | Apr 2012

**Advanced Microsoft Excel** | Aug 2011

**Microsoft Access (Customized Training)** | Dec 2010

**Accent Neutralization** | Jun 2007

**EDUCATION**

**STI College** | 2002 – 2004

Diploma in Computer and Electronics Technology  
TESDA Certified

**Polytechnic University of the Philippines (PUP)** | 1999 – 2002

Bachelor of Science in Computer Engineering

**TECHNICAL SKILLS**

Excel • PowerPoint • MS Access • SAS SQL • Visual Basic (VB)

**CORE STRENGTHS**

Strong attention to detail, analytical thinking, and ability to work independently or within cross-functional teams.