

Kerwin Dio Joseph Arlan

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EDUCATION

University of the Philippines Diliman

Feb 2026 – Present

B.S. Civil Engineering (Continuing Student) – Expected Graduation: **July 2027**

Light academic load starting Aug 2026: Thesis I & II + 1 major + 2 PE subjects. Fully available for full-time work.

EXPERIENCE

Swinnerton-Staten Solutions, Inc.

May 2024 – Jan 2026

Junior Data Analyst

- Extracted and analyzed operational data from CRM systems and client databases, building repeatable analyses in Excel.
- Performed structured data-quality audits on client databases, catching inconsistencies before data reached reporting and decision-making.
- Built weekly performance dashboards and reports that directly informed operational and strategic decisions.
- Worked with cross-functional teams to streamline repetitive data-entry workflows, reducing manual handling in routine operations.

Diliman Technology Laboratories Inc.

Sep 2022 – Mar 2023

AI Data Operations Associate

- Prepared, cleaned, and validated training datasets for machine-learning models, applying quality gates before handoff to engineering.
- Executed annotation and labeling guidelines at scale, resolving ambiguous edge cases through systematic quality audits.
- Audited data integrity across systems, tracked recurring defect patterns, and documented process improvements.
- Worked directly with data engineers to refine annotation protocols, feeding error patterns back into model performance.

Private Tutoring Practice

2019 – 2024

Academic Tutor – Mathematics & Sciences

- Tutored a student from Grade 7 through senior high, achieving 100% admission success to UP Diliman, Ateneo, and DLSU.

- Developed customized learning plans and transitioned instruction seamlessly to online platforms.
- Emphasized deep conceptual understanding over rote memorization.

Concentrix (AT&T Account)

Feb 2022 – Aug 2022

Customer Service Representative

- Resolved complex billing and service issues using systematic problem-solving and Salesforce CRM.
- Managed escalations and tracked customer data to identify recurring service issues.

Primeart Builders Inc.

Jun 2018 – Jul 2018

Assistant to Site Engineer (OJT)

- Supervised quality control for tiling, plastering, and ceiling work on a 5-storey school building.
- Documented daily progress of structural elements and verified fixture installations.

TRAINING & PROFESSIONAL DEVELOPMENT

Online Intensive Program

Mar 2024 – Dec 2024

Japanese Language & Nursing Care Training

- Completed a 6-month rigorous online program focused on technical Japanese vocabulary and caregiving protocols.
- Passed the **Nursing Care Language Evaluation** and **Nursing Care Skills Test**.
- Balanced training alongside full-time data analyst responsibilities, demonstrating strong time management.

SKILLS

Technical	Python (Intermediate), Data Analysis, Excel / Spreadsheets, Salesforce CRM, HTML & CSS, Data Quality Assurance
Professional	Project Coordination, Client Relations, Technical Writing, Problem-Solving, Cross-functional Collaboration
Languages	Filipino (Native), English (Fluent), Japanese (A2 – JFT-Basic)

CERTIFICATIONS

- **JFT-Basic Japanese (A2)**
- **Nursing Care Language Evaluation** (*Passed*)
- **Nursing Care Skills Test** (*Passed*)
- **DataCamp Data Engineering Certification** (*In Progress*)