



Jeanne Nina Veneracion

jlaurel1418@gmail.com | 201.918.1904

jeanneninalaurel.com

I am a Data Specialist intrigued by creativity and innovation, with a strong aptitude for technology. I have experience in data collection, preparation, management and analysis, with excellent problem-solving and communication skills (both interpersonal and influencing). I have a proven track record of being able to thrive & perform in fast-paced and collaborative environments, while maintaining detail-oriented, service-oriented and customer-focused solutions.

Experience

Compass - Data Support Specialist II

New York, NY | February 2021 – Present

Serve as a subject matter expert for agent financial data and agent contract data

Provide on-call support to the engineering team in order to address escalations by internal stakeholders that require data-specific triaging

Lead data quality analysis and cleanup efforts required to launch Compass products across 37 nationwide markets

Guide the Data Operations team's data discrepancy report creation and maintenance in Tableau by partnering with Data Analysts

Oversee customer-related escalations requiring thorough analysis and clear, professional communication—including ~700 Zendesk tickets

Assisted in decreasing invalid deal errors from 27,045 in May 2021 to 5,369 by end of Dec 2021

Helped with interviewing and mentoring of 9 new members of the Data Operations team

Apple - Technical Specialist

New York, NY | November 2016 – February 2021

Assessed customers' technical support needs and provide them with solutions

Coached customers in acquiring basic skills that allow them to optimize the use of their products

Apple - Software Engineering Project Manager

Cupertino, CA | June 2019 – November 2019

Handled and distributed prototype hardware to all Software Engineering teams

Performed repairs on development hardware

Worked cross-functionally to ensure prototype device allocations and distribution procedures are accurately achieved

Fordham University - Web Content Specialist

New York, NY | June 2017 – May 2018

Expedited transition of new Fordham University portal using a content management system

Debugged portal for broken links and downloads as well as perform assurance tests

Education

Fordham University, New York, NY | May 2018

Bachelor of Science in Computer Science

Minor in New Media and Digital Design

Cornell University | December 2022

Data Analytics Certificate

Skills

Programming

C++	Javascript	PHP
MATLAB	jQuery	Swift
HTML/CSS	SQL	

Software / Tools

Tableau	JIRA
Snowflake	Confluence
Databricks	Monday.com
UNIX/OS X	Microsoft Office
Git/GitHub	Google Suite
Xcode	Adobe Dreamweaver CC
Sublime Text	Adobe Lightroom CC
Wordpress	Adobe Indesign CC
JADU	Adobe Photoshop CC
NetSuite	Zendesk
Knack	Salesforce
PlanetRE	
Profit Power	
SpringCM	

Language

Fluent in Tagalog