



MARIZ BERNARDO JOVEN

Logistics Analyst

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PROFESSIONAL SUMMARY

Detail-oriented Logistics Analyst with 2 years of experience in logistics and operations. Skilled in performance monitoring, data analysis, process improvement, client coordination, and operational reporting. Proven ability to identify issues, implement effective solutions, and achieve performance targets in fast-paced environments. Eager to contribute analytical and problem-solving skills while continuing to grow professionally.

EXPERIENCE

J&T Express –(Quality Control) Logistics Analyst

2023-2025

Pasig City

- Managed and Coordinates with Client like Lazada, attending client meetings and negotiations, overseeing the client overall performance like KPI's through daily monitoring, and conducting weekly and monthly operational reviews.
- Monitored and Analyze other Logistics KPI's and Operational Performance.
- Prepared reports and Conducted field Visit for branches, Distribution Centers for audit and SOP reiteration/Training, implement monitoring systems, Ensuring compliance with company SOPs.
- Participated in national training programs and created learning materials and coaching initiatives to guide and Support operations personnel on monitoring processes, system navigation, troubleshooting, and performance improvement.
- Investigated Customer Complaints and Operational Issues and recommended corrective actions.
- Identified process gaps and opportunities for Operational Improvement
- Prepared reports, Presentations, and data analysis using Excel and Powerpoint.
- Provided recommendations to improve quality, efficiency and service performance.

ENTREGO Express Corp. (Employed Under Agency) – Warehouse Assistant

2019-2023

Pasig City

- Generate and encode waybill stickers using the Airwaybill Generator System, ensuring accurate shipment processing.
- Sort parcels and mail documents according to destination hubs to support efficient distribution operations.
- Dispatch parcels and mail documents while ensuring timely and accurate delivery to the correct destinations.
- Perform clerical tasks such as filing, organizing, and scanning documents to maintain accurate and organized records.

VKC Incorporated – IT Staff**2018-2018**

Quezon City

- Maintained stable internet connectivity and network performance to support smooth daily office operations.
- Installed, configured, and updated hardware and software to ensure system reliability and efficiency.
- Troubleshoot and repaired office equipment, including computers and printers, minimizing operational downtime.
- Set up user accounts and access credentials for new employees to ensure secure system access.
- Provided technical support for hardware, software, and network issues, delivering timely resolutions to maintain productivity.

EDUCATION

Bachelor of Science in Information Technology**2014-2018**

University of Caloocan City

CERTIFICATION

Civil Service Passer- Professional Level**2023****SKILLS AND SOFTWARE PROFICIENCY**

Technical Skills: Microsoft office (Word, Excel, PowerPoint), Google Sheets, HTML, CSS, PHP, Canva, Adobe Photoshop, Canva, CorelDraw, Hardware and Network Troubleshooting, Data Encoding.

Soft Skills: Data Analysis and Reporting, SOP Compliance and Monitoring, Problem Solving and Investigation, Team Collaboration, Decision Making, Time Management, Presentation and Meeting, Organizational Skills, Verbal and Written Communication.

Software Proficiency: JMS (Journey Management System), Far Eye Delivery Management Software, Airwaybill Generator System.

LANGUAGE

- English
- Tagalog

REFERENCE

Will be provided upon request