

# MICHAEL BORJA

## Operations & Data Analyst | Reporting, Dashboards & Workflow Automation

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### PROFESSIONAL SUMMARY

Operations, reporting, and data professional with 10+ years of experience across BPO, e-commerce operations, team leadership, client reporting, data quality, and workflow improvement. Hands-on experience building dashboards, spreadsheet automations, Google Workspace tools, and a production healthcare workflow application. Strong in Excel, Google Sheets, Looker Studio, SQL, BigQuery, and Google Apps Script, with a track record of turning operational requirements into practical reporting and automation solutions.

### CORE SKILLS

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|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Data &amp; Reporting</b><br>Excel, Google Sheets, Looker Studio, SQL, BigQuery, KPI reporting, trend analysis, dashboard creation           | <b>Automation &amp; Development</b><br>Google Apps Script, Excel macros, formula-driven automation, conditional formatting, HTML/CSS/JavaScript web apps |
| <b>Operations</b><br>E-commerce product/SKU management, quality monitoring, process documentation, client reporting, stakeholder communication | <b>Platforms</b><br>Google Workspace, Microsoft Office, Jira, Slack, Google Sites, Canva                                                                 |

### FREELANCE EXPERIENCE

#### Full-Stack Google Workspace Developer | Upwork

Mar 2026 - Jul 2026 | 5.0/5.0 | 108 hours billed | Concurrent part-time engagement

- Built a production healthcare operations and billing workflow application for a US Healthcare Service Client.
- Integrated Google Sheets, Gmail, and Calendar into role-based web workflows for records, visits, billing visibility, provider workload, reporting, and appointments.
- Applied privacy-conscious access and presentation patterns around sensitive healthcare workflows.

#### Excel Data Analyst for Working Patterns | Upwork

Nov 2025 - Jul 2026 | 5.0/5.0 | 206 hours billed | Concurrent part-time engagement

- Analyzed large datasets covering shift incidences, durations, and employee working patterns.
- Produced accurate reports supporting client budgeting and operational decision-making.
- Maintained high attention to detail in figure-heavy reporting.

#### Excel Spreadsheet Automation Specialist | Upwork

May 2025 - Mar 2026 | 5.0/5.0 | 212 hours billed | Concurrent part-time engagement

- Designed Excel and Google Sheets trackers using advanced formulas and conditional formatting.
- Automated repetitive reporting and data-processing steps to reduce manual updating.

### PROFESSIONAL EXPERIENCE

#### Head Team Lead / Senior Team Lead | Office Partners 360, Inc. - Wayfair Account

Aug 2022 - Apr 2025

- Developed and managed internal dashboards and performance trackers using Google Sheets and Looker Studio.
- Used SQL and BigQuery hands-on during the Head Team Lead period to support reporting and data preparation.
- Led weekly client and internal meetings to review performance, align priorities, and track deliverables.
- Served as a primary point of contact for client reporting needs and performance metrics across distributed teams.

#### Team Leader | Office Partners 360, Inc. - Wayfair Account

Mar 2021 - Aug 2022

- Managed coaching and client-call calendars, led one-on-one and team coaching, and tracked meeting action items.
- Coordinated daily with client stakeholders across time zones on team goals, KPIs, and operational priorities.

#### Quality Analyst | Office Partners 360, Inc. - Wayfair Account

Aug 2019 - Mar 2021

- Built the team's first All-In-One Access portal in Google Sites and maintained supporting Google Sheets trackers.
- Audited agent-executed tickets, led calibration meetings, coached outliers, and reported quality performance to the client.

**Data Analyst | Office Partners 360, Inc. - Wayfair Account**

Jan 2019 - Aug 2019

- Resolved client-submitted product and SKU issues so e-commerce listings remained accurate and sellable online.
- Reviewed and corrected product variations, names, options, details, and highlights using large Excel workbooks.
- Investigated data discrepancies, applied corrections, and tracked requests through Jira.

**Subject Matter Expert | 247.ai Philippines, Inc.**

Jul 2016 - Jun 2018

- Provided real-time operational support for a U.S. telecommunications account.
- Prepared daily team and individual performance reports, monitored monthly targets, and coached team members.

**Chat Support Representative | 247.ai Philippines, Inc.**

May 2015 - Jul 2016

- Provided real-time customer support for billing, purchases, account changes, and product-related concerns.

**Customer Support Representative | Qualfon Philippines, Inc.**

Feb 2014 - Apr 2015

- Provided telecommunications customer support, diagnosed handset issues, and created support tickets for escalations.

**EDUCATION****Bachelor of Science in Computer Engineering**

Colegio San Agustin - Bacolod | 2005 - 2010