

ROBELOU DIAZ

DETAILS

Email: robeeloudiaz@gmail.com

Mobile: +1 (403) 359-4779

SKILLS

- C#
- Linux
- ReactJS
- SQL
- System Analysis and Design
- React Native (mobile app)
- Computer Networking

TRAININGS

- Problem Solving and Decision Making
- Bpi (Business Process Improvement)
- Business Process Modeling and Notation
- Basic Automator for Automation Anywhere – Intelligent Automation Solutions
- Strategy Planning and Execution – Harvard Manage Mentor

PROFILE

A professional with more than 10 years of experience. Constantly developing my technical knowledge by creating software applications and school project activities

EMPLOYMENT HISTORY

IT Business Analyst, Manulife Business Processing Services, Quezon City, Philippines

November 2019 – May 2022

- Conducts process assessment session that facilitates efficient process flow of information gathered from business leads and subject matter experts
- Analyze gathered information and identify opportunities to incorporate similar processes into one business case that can create a more valuable and cost-effective automation projects
- Responsible for coordinating the progress, updating timelines and present recommendation to Business Heads/Units

Team Leader, Manulife Business Processing Services, Quezon City, Philippines

June 2018 – November 2019

- Monitors and manages daily staff performance
- Forecast workload and staff allocation
- Determines possible risks and create mitigating plan.
- Leads the coordination of activities of the team with responsibility for results including costs methods and staffing.
- Act as mentor and coach to continuously build and identify talent.

EDUCATION

Information Technology, Lethbridge College, Lethbridge, Alberta, Canada

September 2022 – April 2024

Courses includes Data Structures and Algorithms, Programming, Computer Networking, Database Management, UX/UI Design