Robee Lou Diaz

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WORK EXPERIENCE

IT Business Analyst, Manulife Business Processing Services, Quezon City, Philippines
November 2019 – May 2022

- Handles 3-5 projects per month utilizing Agile methodology within the Software Development Life Cycle (SDLC).
- Conducting multiple assessment sessions a week to facilitate efficient information flow gathered from business leads and subject matter experts.
- Analyzes gathered information to identify opportunities aiming to increase productivity and efficiency of employees for at least 30% and/or implement automation projects using Automation Anywhere, BluePrism, Antstein, and HyperScience resulting to 25% or higher cost-savings
- Coordinates project progress once or twice a week, updates timelines daily and presents recommendations to Business Heads/Units.
- Reduces project timeline to half by serving as an intermediary between business stakeholders and IT teams, facilitating the conversion of business requirements into technical specifications and vice versa.
- Create data models, dependencies and process flows using MS Visio and other tools.

Team Leader, Manulife Business Processing Services, Quezon City, Philippines
June 2018 – November 2019

- Developed production and quality tracker to monitor and oversee staff performance using Excel/VBA that served as guide for the whole team to meet and exceed the 90% goal for both metrics.
- Utilized workforce optimization techniques to forecast workload and staff allocation based on data from the past 6 months to 1 year .
- Identifies potential risks and devises mitigation strategies such as staff sharing to address unexpected increase in workload and creating Business Continuity Plan (BCP) to handle unforeseen events.
- Act as mentor and coach to continuously identify, develop and retain talent within the company by promoting self-improvement and career growth.
- Regularly compiles comprehensive reports for the Business Unit, encompassing team performance evaluations, strategic plans, and initiatives aligned with company objectives.

Subject Matter Expert, Manulife Business Processing Services, Quezon City, Philippines
April 2013– June 2018

- Manages inquiries, both basic and complex, related to claims processing that improves individual and team performance by identifying and rectifying at least 5 errors daily.
- Facilitates daily and weekly processing updates using presentation tools such as Powerpoint, Excel and MS Word to deliver clear and comprehensive updates to associates enhancing their understanding of the processes.
- Communicates with the Business Unit (BU) and experts from other offices to clarify process discrepancies and disputes eliminating confusion and errors.
- Oversees refresher courses or retraining of associates on extended leave (e.g., Maternity Leave, Leave of Absence).
- Develops current and future business process models of all processes using MS Visio and other Business Process Model and Notation Tools.
- Administers semi-annual skills verification exams to assess associate competency and knowledge, aiding in the identification of associate capabilities, strengths and weaknesses.

Medical Claims Adjudicator, Manulife Business Processing Services, Quezon City, Philippines
April 2010 – March 2013

- Adjudicates claims and addresses customer concerns with productivity of 110% and average quality of 95%.
- Analyzes and reports fraudulent transactions to safeguard company interests resulting to savings and eliminates risks.
- Liaises with contact centers for expedited claims assessment.
- Drafts clear benefit explanation letters to customers regarding their coverage to foster stronger relationships through improved communicatioin.
- Intervenes in claims services within contractual limitations based on exceptions with excellent accuracy.

TECHNICAL SKILLS

- C#
- .Net, ASP .Net Core, Entity Framework
- MSSQL
- Linux
- ReactJS
- SQL
- System Analysis and Design
- Documentation experience for complex software components.
- Understanding of networking UDP/TCP and networking protocols.
- User Experience and UI design understanding.
- Microsoft Office, Excel Visual Basic (VBA), BPMN/ MS Visio

SOFT SKILLS

- Understanding complex business processes identify areas for improvement and propose effective solutions.
- Solve business problems by streamlining processes, improving efficiency or addressing customer needs.
- Documenting requirements, user stories and process flows.
- Evaluate different solutions or approaches to make informed recommendations.
- Project Management proficiency to ensure projects remain on schedule and are executed successfully.

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

Bachelor in Office Administration, **Polytechnic University of the Philippines**
May 1, 2005 - May 8, 2009

Courses includes Computer Courses, Office Procedures and Business Ethics, Medical and Legal Dictation and Transcription, English and Filipino Steno, Accounting and Bookkeeping, Office Systems and Technologies, Office Systems Administration

AWARDS/ RECOGNITION/ATTAINMENTS

- 2010 Rookie of the Year (Manulife)
- 2011 Top Performer of the Year (Manulife)
- Most Valuable Associate (Manulife)
- International English Language Testing System – Band 7
- Basic Automator for Automation Anywhere – Intelligent Automation Solutions

TRAINING

- Problem Solving and Decision Making
- BPI (Business Process Improvement)
- Business Process Modeling and Notation
- Strategy Planning and Execution – Harvard Manage Mentor
- Empowerment and Accountability
- Workforce Optimization
- Introduction to Insurance Operation