

# Rafael Villanueva

General Santos City, South Cotabato, Philippines | +639359113507 | [rafael@rvcodes.com](mailto:rafael@rvcodes.com)

## EDUCATION

Mindanao State University - General Santos City  
*Bachelor of Science in Information Technology*

General Santos City, South Cotabato

## WORK EXPERIENCE

### FirmOS Inc.

Wyoming, Canada

*Operations Manager*

Nov 2024 - Mar 2025

- Streamlined client communication processes by enhancing email deliverability rates from 76% to 98% through implementation of DMARC, SPF, and DKIM protocols, resulting in improved operational reliability and client satisfaction.
- Optimized client meeting systems by creating custom automation with deeplink technology, reducing technical issues by 90% and eliminating operational overhead for support staff.

### FirmOS Inc.

Wyoming, Canada

*Automation Specialist / Product Owner*

Sep 2024 - Nov 2024

- Implemented automation connecting Go High Level CRM to Airtable, streamlining contact and appointment management while reducing manual data entry by 75%.
- Developed Slack-Airtable integration for Start of Day (SOD) and End of Day (EOD) reporting workflows, increasing team accountability and improving documentation compliance by 40%.

### Philippine National Police

South Cotabato, Philippines

*Data Contoller I*

Oct 2022 - Sep 2024

- Demonstrated ability to effectively store and secure all outgoing and incoming documents creating physical copy and digital copy.
- Designed interactive PowerBI dashboards to visualize complex data sets, providing actionable insights to stakeholders and increasing decision-making efficiency by 80%.
- Prepared and processed a large database of data, implementing automated systems for data categorization and advanced filtering, resulting in a 90% reduction in manual effort.

### Philippine National Police

South Cotabato, Philippines

*Statisticain Aide*

Mar 2019 - Oct 2022

- Conducted comprehensive data analysis on crime rates in target neighborhoods, identifying key trends and patterns to aid in the development of targeted intervention strategies, resulting in a 5% decrease in overall crime rates per year.
- Collaborated with cross-functional teams to develop and deliver informative presentations on crime statistics to local law enforcement agencies, effectively educating officers on emerging crime trends and providing actionable insights for improved response strategies.

## SKILLS & INTERESTS

**Skills:** *Hard Skills:* Microsoft 365, Google Workspace, API Integrations, Python, Javascript, Web Development, Automation *Soft Skills:* Critical thinking, Communication, Communication skills (written and verbal), Problem-solving abilities, Adaptability/flexibility, Teamwork/collaboration

**Interests:** AI, LLMs and Music