

JAMES ANTHONY B SERILLA

Mandaluyong City, Philippines | +639509001775 | anthonyserilla@gmail.com

To obtain a role in a dynamic and expanding organization where I can leverage my skills to contribute effectively toward achieving the company's objectives.

Work Experience

IT SYSTEMS ANALYST

Emapta Philippines Inc.

Aug 2022 - Present

System & Process Analysis

- Analyzing and evaluating current systems, reports, and processes to identify areas for improvement.
- Collaborating with stakeholders to gather requirements.
- Working within an agile environment, supporting projects throughout the entire lifecycle.
- Working with cross-functional team to identify, root cause, and fix issues, escalating when necessary to relevant teams or leadership.

Xplan Software Administration & Support

- Providing system administration and support for Xplan software, including development, system configuration, testing, enhancements, and user wizard creation.
- Code templates using Xmerge and build interactive reports or dashboards from Xplan data to Excel and Power BI.
- Conducting system testing and debugging to ensure the quality and reliability of implemented solutions.
- Providing ongoing support, maintenance, and troubleshooting for Xplan-based systems.
- Designing and maintaining financial advice templates to support expanding financial services in the Australian market.
- Developing email templates using HTML and CSS for consistent and professional communication.

Data Management & Reporting

- Using SharePoint for efficient data management and storage.
- Conducting data analysis using Excel functions such as VLOOKUP, XLOOKUP, pivot tables, data validation etc.
- Developing and maintain Power BI dashboards and reports.

CRM & Customization (Dynamics 365)

- Writing design documents for customizations and reporting in Dynamics 365 CRM.

- Managing basic configuration tasks including data mapping, field mapping, form creation, views, and field security roles (Sales, Customer Service).
- Collaborating with managers and teams to facilitate the smooth implementation of Dynamics 365 CRM.

Microsoft Tools & Automation

- Using Microsoft 365 web apps for collaborative work and productivity.
- Utilizing Microsoft Power Platform (Power Apps, Power Automate, Power BI) for enhanced functionality, automation, and reporting.
- Creating automated cloud flows using Microsoft Power Automate to optimize workflows.

Issue Tracking & Collaboration

- Using Jira for issue tracking and project management, ensuring efficient team collaboration.

SYSTEMS ANALYST

77 Global Services Inc. – Globe Telecom Inc.

May 2021 - July 2022

Project Coordination and Management

- Monitor and track all phases of the project lifecycle, from planning through deployment.
- Communicate regularly with internal stakeholders and project teams to report on system project status, identify issues, and ensure alignment.
- Prepare detailed progress reports within the agreed-upon timeframe.
- Collaborate closely with project teams to clarify requirements and provide support throughout the solution development and deployment phases.
- Ensure proper documentation of all project-related activities, including emails, meeting minutes (MOM), dashboards, shared files, and other relevant records.
- Resolve and close any issues, concerns, or feedback within the agreed SLA by coordinating with the team.
- Manage scheduling conflicts and coordinate resources effectively to maintain project timelines.
- Conduct walkthroughs for system scoping, timelines, and other project-related elements.
- Facilitate data gathering between the product team and business stakeholders during the solution development phase.
- Apply knowledge of the software development life cycle (Agile) to ensure efficient project execution.

SQL Data Reporting

- Write and execute basic SQL queries to extract data from relational databases like MySQL (SELECT, JOIN, WHERE, GROUP BY, etc.).
- Perform data analysis and produce reports to help support business functions.
- Assist with data cleaning, data transformation, and data validation tasks.

- Maintain and update existing database queries and scripts.

ERP SUPPORT

FaxCable Inc.

Oct 2018 - Apr 2021

- Providing end user support for ERP system issues and inquiries
- Monitoring system performance and troubleshooting of any ERP system related issue.
- Ensuring data integrity by performing data cleanups and validation.
- Collaborating with the third-party team and management to identify the areas for improvement.
- Creating documentation or write-ups including user manuals or process flows
- Assisting implementation of ERP modules or functionalities.
- Generate reports from the ERP system

Education

Iloilo Science and Technology University - Miagao Campus
Bachelor's Degree, Information Technology

Jun 2014 – Apr 2018

Skills

SLDC, Agile methodologies, Project management, Data Gathering, MS office 365, Data Analysis, Power BI, Power Automate, Power apps, CRM Dynamics 365, Excel look ups and Pivot tables, SharePoint, IT System enhancement, SAP ERP support, ERP testing, Technical support.

Character reference

Provided upon request.