

RYAN JOSEPH G. JIMENEZ

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SKILLS SUMMARY

- ◆ With over 7 years experience in Software development of a Financial Business Application (Credit Card System).
- ◆ Demonstrates a good balance of business understanding and technical skills.
- ◆ Proficient in system analysis and design, system testing, debugging, error handling and creating technical documents and training materials.
- ◆ Strong customer focused background.
- ◆ Provided user training for staffs that now run the live Business Application for 5 and 3 years in 2 countries.
- ◆ Provided Go-Live support and Operations transition activities for 2 Business Applications that went live in 2 countries.
- ◆ With years of experience supporting 2 live Business Applications (Credit Card System) used by affiliates in 2 countries.

PROFESSIONAL EXPERIENCE

AEON Credit Service Systems (Philippines) Inc.

Senior Software Consultant I - July 2018 – Present

Application Maintenance and Support Roles

- Respond to inquiries, issues and other concerns raised by users about the use of business applications and operations.
- Manages issues raised by business application users (logging, assigning to team members, escalation to appropriate teams and documenting of resolution).
- Creates how-to's, Quick reference guides, FAQs and other documentation that can be used to resolve business application issues.
- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.

Management Roles

- Creates effort estimates for business application enhancements based on Internal cost estimation models.
- Assigns workload to team members based on defined processes and job roles and priorities.
- Ensure that team members adhere to established work processes and produce necessary output deliverables.
- Facilitates client meetings for work updates and clarifications.

Quality Assurance Roles

- Creates test cases for business application enhancements and bug fixes.
- Creates applicable test data and prepares test environment suitable for testing.
- Execute application testing and test results documentation.
- Provide support in User Acceptance and Pilot tests before production release.

Business / System Analyst Roles

- Elicit and document requirements for business application enhancements from stakeholders.
- Analyzes business application enhancement requests and determine how the business application can be developed to satisfy stakeholder needs.
- Create Basic designs translating stakeholder requirements into technical requirements.
- Create process flows, diagrams and use cases to document and illustrate Business Application functions and processes.
- Uses industry and business application knowledge and experience to recommend the best solution or enhancement for a business need.

Projects Handled:

- AEON Specialized Bank Cambodia Credit Card Systems M and S (offsite & onsite).
- AEON Specialized Bank Cambodia VISA Acquiring System Development.
- AEON Specialized Bank Cambodia mVISA System Development.
- AEON Specialized Bank Cambodia mVISA Maintenance and Support (offsite).
- AEON Specialized Bank Cambodia MasterCard Acquiring and Issuing System Development.
- AEON Specialized Bank Cambodia EDC On-Us System Development.

AEON Credit Service Systems (Philippines) Inc.

Software Consultant - July 2015 - July 2018

Application Maintenance and Support Roles

- Respond to inquiries, issues and other concerns raised by users about the use of business applications and operations.
- Manages issues raised by business application users (logging, assigning to team members, escalation to appropriate teams and documenting of resolution).
- Creates how-to's, Quick reference guides, FAQs and other documentation that can be used to resolve business application issues.
- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.

Quality Assurance Roles

- Creates test cases for business application enhancements and bug fixes.
- Creates applicable test data and prepares test environment suitable for testing.
- Execute application testing and test results documentation.
- Establish and maintain the Department's quality management system and standards
- Design processes and solutions within the Credit Card Systems Department to attain established quality and productivity objectives.

Business / System Analyst Roles

- Elicit and document requirements for business application enhancements from stakeholders.
- Analyzes business application enhancement requests and determine how the business application can be developed to satisfy stakeholder needs.
- Create Basic designs translating stakeholder requirements into technical requirements.
- Create process flows, diagrams and use cases to document and illustrate Business Application functions and processes.
- Uses industry and business application knowledge and experience to recommend the best solution or enhancement for a business need.

Projects Handled:

- AEON Specialized Bank Cambodia Credit Card Systems Maintenance and Support (offsite & onsite)
- Internal Accounting System Computerization.

- AEON Specialized Bank Cambodia VISA Acquiring System Development.
- AEON Specialized Bank Cambodia mVISA System Development.
- AEON Specialized Bank Cambodia MasterCard Acquiring and Issuing System Development.
- AEON Specialized Bank Cambodia EDC On-Us System Development.

AEON Credit Service Systems (Philippines) Inc.

Senior Software Engineer - April 1, 2014 - June 30, 2015

Application Maintenance and Support Roles

- Respond to inquiries, issues and other concerns raised by users about the use of business applications and operations.
- Manages issues raised by business application users (logging, assigning to team members, escalation to appropriate teams and documenting of resolution).
- Creates how-to's, Quick reference guides, FAQs and other documentation that can be used to resolve business application issues.
- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.

Quality Assurance Roles

- Establish and maintain the Department's quality management system and standards
- Design processes and solutions within the Credit Card Systems Department to attain established quality and productivity objectives.
- Identify opportunities to implement continuous improvement within the Credit Card Systems Department.

Business / System Analyst Roles

- Analyzes business application enhancement requests and determine how the business application can be developed to satisfy stakeholder needs.
- Create Basic designs translating stakeholder requirements into technical requirements.
- Create process flows, diagrams and use cases to document and illustrate Business Application functions and processes.

Projects Handled:

- AEON Specialized Bank Cambodia Credit Card Systems M and S (offsite & onsite).

AEON Credit Service Systems (Philippines) Inc.

Software Engineer - March 1, 2012 - March 31, 2014

Application Maintenance and Support Roles

- Respond to inquiries, issues and other concerns raised by users about the use of business applications and operations.
- Manages issues raised by business application users (logging, assigning to team members, escalation to appropriate teams and documenting of resolution).
- Creates how-to's, Quick reference guides, FAQs and other documentation that can be used to resolve business application issues.
- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.

Quality Assurance Roles

- Create test cases for business application enhancements and bug fixes.
- Create applicable test data and prepares test environment suitable for testing.
- Executed application testing and created test results documentation.

Projects Handled:

- PT. AEON Credit Service Indonesia Credit Card Systems Maintenance and Support (onsite & offsite).
- AEON Specialized Bank Cambodia VISA Issuing Systems Development (offsite).

- AEON Credit Service (Philippines) Inc. IVR System (offsite).
- Internal ISO 9001 Initiative.

AEON Credit Service Systems (Philippines) Inc.

Associate Software Engineer - August 31, 2011 - February 27, 2012

Application Maintenance and Support Roles

- Developed RPG Programs for 2 modules in Financial business application.

Quality Assurance Roles

- Created test cases for business application enhancements and bug fixes.
- Created applicable test data and prepares test environment suitable for testing.
- Executed application testing and created test results documentation.

Projects Handled:

- PT. AEON Credit Service Indonesia VISA Issuing System Development (onsite & offsite)
- PT. AEON Credit Service Indonesia Credit Card System Maintenance and Support (onsite & offsite)

Accenture Inc.

Data Processing Associate - August 2011 - December 2012

- Perform data entry and research in various systems and tracking tools.
- Assess and resolve non-standard and standard issues or problems.

EPLDT Ventus (now SPI Global)

Technical Support Representative - Dec 2009 - June 2011

- Respond to inquiries, issues and other concerns raised by users about the use of business applications and operations.
- Provide assistance to technical queries using existing knowledge management tools.
- Manages issues raised by business application users (logging, escalation to appropriate tiers or teams and documenting of resolution).

TECHNOLOGIES USED

- IBM i Series (AS/400), RPG400, SQL400, QRY400
- MS Windows, MS Office
- Redmine

EDUCATION

College: **University of San Agustin**, Iloilo City, Philippines - Bachelor of Science in Information Technology

REFERENCES

Faylenne Jaurigue

AEON Credit Service Systems (Philippines) Inc. Project Manager / Managing Software Consultant I
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