RYAN JOSEPH G. JIMENEZ

1238 Dearborn St. Parkplace Compound, Cainta, Rizal

Mobile No: +63977 – 8222- 131

Email Address: ryjo.jimenez@gmail.com

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.

- Extensive knowledge and experience in SDLC.

- 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.

- Guide users on how to use business applications.

- Create ad hoc reports and queries as requested by business application users.

- Perform data patching as necessary to rectify errors in data due to bugs or incorrect operations.

- Create technical documentations and presentations used for training.

- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.

- Provide On-call and standby support upon request by clients during major business processes.

Management Roles

- Lead a team of 3 members.

- 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.

- Ensure that team members adhere to established work processes and produce necessary output deliverables.
- Liaise with clients to identify work priorities and ensure these priorities are followed.
- 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 Maintenance and Support (offsite and 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.
- Guide users on how to use business applications.
- Create ad hoc reports and queries as requested by business application users.
- Perform data patching as necessary to rectify errors in data due to bugs or incorrect operations.
- Create technical documentations and presentations used for training.
- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.
- Provide On-call and standby support upon request by clients during major business processes.

Quality Assurance Roles
- Creates test cases for business application enhancements and bug fixes.

- Lead in-house Credit Card System's Internal ISO Task Team.
- Creates applicable test data and prepares test environment suitable for testing.
- Execute application testing and test results documentation.
- Maintain the Credit Card Systems Department's quality management system and standards.
- Design processes and solutions within the Credit Card Systems Department to attain established quality and productivity objectives.
- Establish standards and best practice to support project deliverables and initiatives.

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 and 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.

- Guide users on how to use business applications.

- Create ad hoc reports and queries as requested by business application users.

- Perform data patching as necessary to rectify errors in Data due to bugs or incorrect operations.

- Create technical documentations and presentations used for training.

- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.

- Provide On-call and standby support upon request by clients during major business processes.

Quality Assurance Roles

- Lead Department's Internal ISO Task Team.

- Maintain the Credit Card Systems Department's quality management system and standards

- Design processes and solutions within the Credit Card Systems Department to attain established quality and productivity objectives.

- Establish standards and best practice to support project deliverables and initiatives.

- 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 Maintenance and Support (offsite and 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.

- Guide users on how to use business applications.

- Create ad hoc reports and queries as requested by business application users.

- Perform data patching as necessary to rectify errors in Data due to bugs or incorrect operations.

- Create technical documentations and presentations used for training.

- Conduct training sessions and knowledge transfer activities for internal and external stakeholders.

- Provide On-call and standby support upon request by clients during major business processes.

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

- PT. ÆON Credit Service Indonesia Credit Card System Maintenance and Support (onsite and offsite)

Accenture Inc.

Data Processing Associate - August 2011 - December 2012

<u>Application Maintenance and Support Roles</u>

- 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

<u>Application Maintenance and Support Roles</u>

- Respond to inquiries, issues and other concerns raised by users about the use of business applications and operations.
- Provide assistance to technical and hardware related 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
- SAP Business One

EDUCATION

College:

University of San Agustin
Iloilo City, Philippines
Bachelor of Science in Information Technology

REFERENCES

Jerome Alabat   AEON Credit Service Systems (Philippines) Inc.
                         Former Department Manager
                         +63 917 509 1900   nvalley2@gmail.com

Jhoycee O. Cruz   AEON Credit Service Systems (Philippines) Inc.
                         Accounts Manager / Managing Software Consultant II
                          +63 947 899 9874   chiecruz1021@gmail.com

Faylenne Jaurigue   AEON Credit Service Systems (Philippines) Inc. Project
                         Manager / Managing Consultant
                         +63 917 837 2286   fay_jaurigue@yahoo.com