**RYAN JOSEPH G. JIMENEZ**

1238 Dearborn St. Parkplace Compound, Cainta, Rizal

Mobile No: +63977 – 8222- 131

Email Address: [ryjo.jimenez@gmail.com](mailto: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. |
| **♦** | 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. ÆON Credit Service Indonesia Credit Card Systems Maintenance and Support (onsite & 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 & offsite)

▪ PT. ÆON 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

+63 917 837 2286 / fay\_jaurigue@yahoo.com

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. Former Department Manager

+63 947 899 9874 / chiecruz1021@gmail.com