



ABOUT ME

I'm a tech-savvy professional with 12 years of corporate experience in the BPO and Tech industries, where I've worked across lines of business such as Banking and Finance, Insurance, and Retail.

I specialize in Data Analysis, Reports Automation, Task Automation, Robotics Process Automation (RPA), Customer Service, Tech and Operations Support. Alongside this, I also have a strong passion for coding, designing and building websites, and creating web applications.

TECHNICAL SKILLS

AUTOMATION ANYWHEREZAPIER

VBAEXCELMACROSMYSQL

POWERAPPSPOWERBICANVA

FIGMAHTMLCSSJAVASCRIPT

REACTGITAPIWORDPRESS

ELEMENTORWOOCOMMERCE

CERTIFICATIONS

Automation Anywhere Certified
Advanced RPA Professional
(AADVC-25466003)

RALDZ BORJA

Navotas City, Philippines

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<https://workwithborj.com>

Automation Developer / Data Analyst /
Freelance Web Developer / Tech VA

WORK EXPERIENCE

FREELANCE
Jul 2024 - Present

Web Developer / Automation Developer

- Create email marketing campaigns, automated workflows on Marketing Platforms like Zoho, Instantly, Klaviyo, Systeme and GoHighLevel.
- Develop Websites, Landing Pages, Wordpress sites
- Create Sales Funnels in GoHighLevel and Systeme Platforms

COGNIZANT
Remote
Jan 2020 - Jun 2024

Robotics Process Automation (RPA) Developer

- Collaborate with Business Analysts and Stakeholders to identify, document, and assess processes for automation requirements, feasibility and ROI.
- Design, Develop, Test and Implement Automation Workflows using Automation Anywhere (A360) to automate repetitive and rule-based tasks.
- Build Re-usable Automation Components.
- Create detailed Process Maps, Workflows for End-to-End Automation Solution Design and End-User Documentation.
- Debug & Fix Bot Failures and Issues.
- Team Leadership and Team Management
- Conduct code reviews to ensure quality.
- Establish best practices and coding standards.

COGNIZANT
Pasig City, Philippines
Jan 2019 - Jan 2020

Robotics Process Automation (RPA) Production & Platform Support

- Reporting, Scheduling & Monitoring of Bots in Production.
- Troubleshoot Issues, Perform Root Cause Analysis of Bot Errors or Exceptions.
- Coordinate with Business and Technical Teams to Resolve Errors and Optimize Bot Performance.
- Maintain a Knowledge Base and Create Troubleshooting Guides for L1 Support Teams.
- Migrate Bot Codes into Test and Prod Regions.
- Setup and Configuration of Bot Virtual Machines.
- Platform Administration (UiPath)

COGNIZANT
Pasig City, Philippines
Jan 2013 - Jan 2019

Data & Reports Analyst / Automation Developer

- Creation of Tools for Metrics Analysis and Performance Tracking for BPO Operations Process.
- Database Management.
- Collection of Data, Query of Data using SQL, Data Transformation & Trend Analysis.
- Create Data Visualization.
- Prepare, Build and Publish Reports / Dashboards.
- MS Excel Report Automation and MS Excel VBA (Macro) Development.
- Data Transformation and Analysis using BI Tools

PERSONAL DETAILS

Birthdate:
November 24, 1989

Civil Status:
Single

Nationality:
Filipino

Languages:
English, Tagalog

LINKS

LinkedIn:
<https://www.linkedin.com/in/raldzb orja/>

WNS GLOBAL SERVICES
Quezon City, Philippines
Jan 2012 - Oct 2012

Finance Associate

- Receives asset transfer request documents from client, financial advisors & financial firms.
- Process all transfer of mutual fund assets between custodians, ensuring accuracy and timeliness.
- Money movement includes exchanges, transfers of shares to another financial firm, liquidation of assets going to another financial firm or institution.
- Ensure that the request documents are in good order and process it accurately within time standard.
- Other task includes case assignment to team members.

HEADSTRONG
Makati City, Philippines
Apr 2011 - Dec 2011

Data Entry Associate

- Analyze client scanned PDF documents like Client Application forms, Power of Attorney forms & Trustee Certificate forms.
- Ensure that the documents are in good order.
- Migrate required data into the Client Database System.

EDUCATION

OUR LADY OF FATIMA UNIVERSITY
Valenzuela City, Philippines
2010

Bachelor of Science in Nursing

- PH Registered Nurse (Inactive License)

PROFESSIONAL DEVELOPMENT

Udemy	Figma UI UX Design Essentials
Udemy	Figma UI UX Design Advanced
Domestika	Master Figma from 0 to 100
Domestika	Innovative Web Design in Figma
Domestika	Web Design with Figma: Building Striking Compositions
Udemy	The HTML & CSS Bootcamp 2024 Edition
Udemy	Shopify for Beginners - The Complete Shopify Course
Udemy	Build eCommerce websites with WordPress & WooCommerce
Udemy	Become a WordPress Developer: Unlocking Power With Code
Udemy	WordPress 2025: The Complete WordPress Website Course
Udemy	The Complete 2024 Web Development Bootcamp
Udemy	The Complete JavaScript Course 2025: From Zero to Expert!
Udemy	The Ultimate React Course 2025: React, Next.js, Redux, Tailwind CSS
Udemy	The Complete Zapier Course: From Beginner To Expert (2025)
Udemy	The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert
Udemy	Microsoft Power BI Desktop for Business Intelligence
Data Analytics Philippines	Business Intelligence With Power BI Desktop
Data Analytics Philippines	Microsoft Office Specialist: Excel Associate
Data Analytics Philippines	MySQL Querying Fundamentals
Home-Based Connect	GoHighLevel Funnel & Membership Site Building
Zuitt Coding Bootcamp	Basic Web Development Workshop