RALDZ BORJA

Automation Developer / Data Analyst / Freelance Web Developer

Navotas City, Philippines

+639178227458

shredraldz@gmail.com

https://workwithborj.com

ABOUT ME

I'm a seasoned professional with 12 years of corporate experience in the BPO industry, where I've had the opportunity to work in lines of business such as Banking and Finance, Insurance, and Retail specializing in Data Analysis, Reports Automation, and Robotics Process Automation (RPA), Customer Service, and Operations Support. My proficiency in leveraging advanced tools allows me to streamline processes and enhance data accuracy. I excel in transforming complex data into actionable insights, driving strategic decision-making with precision and efficiency.

SKILLS

AUTOMATION ANYWHERE UIPATH
VBA EXCEL MACROS SQL
MYSQL POWERAPPS POWERBI
TABLEAU FIGMA HTML CSS
JAVASCRIPT PHP WORDPRESS
ELEMENTOR GOHIGHLEVEL ZOHO

CERTIFICATIONS

Automation Anywhere Certified Advanced RPA Professional (AAADVC-25466003)

WORK EXPERIENCE

REMOTE WORK
Jul 2024 - Present

Freelance

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

COGNIZANT
Remote
Jan 2020 - Jun 2024

Robotics Process Automation (RPA) Developer

- Design, Develop, Test and Implement Automation Workflows using Automation Anywhere (A360).
- Create Process and End-User Documentation.
- Build re-usable components.
- Schedule & Monitor Bots in Production.
- Coordination with Business Process Owners for Bot Failures and Exceptions.
- Identify Issues and Investigate Root Cause of Bot Errors or Exceptions.
- Troubleshoot / Fix Bot Failures and Issues.
- Team Leadership and Team Management

COGNIZANT
Pasig City, Philippines
Jan 2019 - Jan 2020

Robotics Process Automation (RPA) Production & Platform Support

- Schedule & Monitor Bots in Production.
- Coordination with Business Process Owners for Bot Failures and Exceptions.
- Identify Issues and Investigate Root Cause of Bot Errors or Exceptions.
- Coordinate with Application Team for any issues that affects bot performance.
- Migrate Bot Codes into Test and Prod Regions.
- Setup and Configuration of Bot Virtual Machines.
- Platform Administration (UiPath)

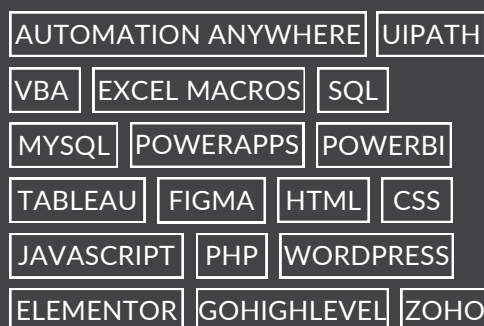**COGNIZANT**
Pasig City, Philippines
Jan 2013 - Jan 2019

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 / Dashboard.
- 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://linkedin.com/in/raldz-borja-a2736961

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)

COURSES / BOOTCAMP / WEBINARS / SEMINARS

Udemy	**Figma UI UX Design Essentials**
Udemy	**Figma UI UX Design Advanced**
Udemy	**The HTML & CSS Bootcamp 2024 Edition**
Udemy	**Become a WordPress Developer: Unlocking Power With Code**
Udemy	**The Complete 2024 Web Development Bootcamp**
Udemy	**The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert**
Udemy	**Tableau Desktop for Data Analysis & Data Visualization**
Udemy	**Microsoft Power BI Desktop for Business Intelligence**
Data Analytics Philippines	**MySQL Querying Fundamentals**
Funnel Mastery Academy	**How To Become A Funnel Designer using Systeme.io**
Home-Based Connect	**GoHighLevel Funnel & Membership Site Building**