



# RALDZ BORJA

## RPA DEVELOPER / SUPPORT

Experienced Professional with 10 years of proven expertise in Data Analysis, Reports Automation, Robotics Process Automation (RPA) Development and Production Support. Proficient in leveraging RPA tools to automate repetitive tasks, streamline processes, and enhance data accuracy. Skilled in transforming complex data into actionable insights to drive strategic decision-making.

## CONTACT

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Navotas City, Philippines

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## SKILLS

### RPA

- Automation Anywhere (A360)
- UiPath
- Power Automate

### MICROSOFT APPLICATIONS

- MS Excel
- MS Access
- MS PowerPoint

### MICROSOFT POWER PLATFORM

- PowerApps
- PowerBI
- Power Automate

### PROGRAMMING / SCRIPTING / OTHERS

- Visual Basic
- .NET
- VB for Applications
- MS Excel Macros
- Rest API
- SQL
- Sharepoint
- Java Script

## CERTIFICATIONS

- Automation Anywhere Certified Advanced RPA Professional v11.0 (AAADVC-25466003)

## RELATED EXPERIENCE

### RPA Junior Developer / Production Support

#### Cognizant

2020 - Ongoing Manila, Philippines

- Design, Develop, Test and Implement Automation Workflows
- 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

### RPA Production & Platform Support

#### Cognizant

2019 - 2020 Manila, Philippines

- 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
- Configuration of Bot Virtual Machines
- Platform Administration

### Reports Analyst / Automation Developer

#### Cognizant

2013 - 2019 Manila, Philippines

- Creation of Tools for Metrics Analysis and Performance Tracking for BPO Operations Process
- Database Management
- Collection of Data & Trend Analysis
- Create Data Visualization
- Prepare and Publish Reports / Dashboard
- Report Automation and Development
- Communicate with Stakeholders and Business Leaders

## EDUCATION

### Bachelor of Science in Nursing

#### Our Lady of Fatima University

2013 - 2019 Manila, Philippines

- PH Registered Nurse (Inactive License)