Jesus Hernandez Chua Jr

Business Analysis / IT Development / Process Architecture / Reports Development

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Experiences

Organization	Role	Period and type of employment	Responsibilities and Achievements
Nobia Denmark (Global Process Managers Inc. Partner)	IT Business Process Architect	February 2015 to present, Full time	Nobia is Europe's largest kitchen specialist. The Danish subsidiary, Nobia Denmark, partnered with Global Process Managers to maintain its sales systems. I am part of the pioneering team that established the knowledge pool, reporting formats, and development processes in Manila. From a small team of 5, we have modestly grown to 12. I am responsible for the following tasks: • Business analysis of change requests. • Second and third level debugging of production issues. • Advisory roles for test case creation and execution. • Standardized and automated reports for various recipients within the organization. • Creation and maintenance of various tools for software development, estimation, and testing. I go into detail about 'My current tasks' in the last page.
Zybi Tech Inc.	Chief Risk Officer and Head of Compliance	February 2018 to December 2018, Part time	Zybi Tech Inc. is the proprietor of 'Juan Cash' and 'Juan Exchange'. I initially served as documentation manager and head of compliance. I oversaw the filing and approval of the company's first provisional BSP license. Later, I served as both Chief Risk Officer and Head of Compliance. I created risk mitigation plans and other anti-fraud processes, leading a team of two compliance officers.
Accenture (We Select Inc.)	Consultant IT Technical Writer	September 2012 to February 2015, Full time	Accenture partnered with We Select Inc. to provide technical documentation support for the Avanade project. In this position I: • Created tools for the conversion and updating of legacy documents to the Avanade Connected Methods. • Functioned as an interim team lead and scrum master when the Team Lead was not present. • Developed SharePoint pages with jQuery animations.
World bank	Consultant IT Developer	June 2014 to July 2014, Part-time	This is a short two-month project that created a survey form for World Bank's KDC project, and a Google site where KDC participants can upload their filled-in forms and reports.

Misys	Senior Technical Writer	2011 to 2012, Full time	Managed, tracked, and produced all the technical documentation needs of the Misys BankFusion Teller project.

Tools

Tools	Purpose
MSSQL	Creating reports and queries
Delphi IDE	Debugging and code analysis
Microsoft Visio	Creating diagrams and flowcharts
Python with Jupyter and Pandas	Creating data extraction, analysis, and testing tools
Xmind	Creating mind maps
Microsoft Excel	Data analysis and presentation
Android Studio	Hobby mobile development

Educational Background

Bachelor of Science in Electronics Engineering	
School	Mapua Institute of Technology
Year	2004
Our thesis project was a spinning wheel game design and prototype (in the style of 'The prize is right') that gave out prizes depending on the combination of numbers that the players land on.	
Basic Spoken Chinese Level 1	
School	Ateneo de Manila Confucius Institute
Year	2010

Formal Trainings

- ITIL V3
- DIY Data Science headed by Dr. Reina Reyes
- Dale Carnegie Personality Development
- Six Sigma White Belt

Informal Trainings

- Level 3 Project Euler Participant – Project Euler is a website and community dedicated to answering programming and mathematical problems. I always come back to this activity during my vacations.
- Duolingo User – Duolingo is a free community of language learners. I am currently learning level 2 in Danish.

Awards Received

- Finalist, Quantum Shorts Short Story Writing Contest, National Institute of Singapore, 2015
- Outstanding Contribution Award and Eureka Award, Lawson Philippines, 2008
- Various short story awards in school

Professional Examinations

- ITIL V3 Foundation Certification. Pasig, 2017
- Professional Regulatory Commission, Electronics and Communications Engineering Licensure Examination, Manila, 2004

My current tasks

Business Analysis

I clarify business requirements and lay them out in an organized, honest, and factful manner. The team benefits in several ways:

- The requirements become a platform for all sides to understand each other. When the essentials are revealed, it becomes easier to ask, "Why do you need this?" or "Why is this seemingly simple change so hard to do?". More communication between the people wanting and making the change usually means less confusion in the long run.
- Not wasting time on non-essential items is as important as focusing on the essential ones. When pain points are itemized and given their due notice, downstream processes like QA and localization are more effective.

I perform this task every sprint and put it on my highest priority until done. It takes every ounce of talent to do well.

From the business side, I communicate with stakeholders (mainly in English, but with some Danish terms mixed in). When a requirements meeting is scheduled, the usual expectation is that I have read the relevant documentation and already have questions prepared.

From the technical side, I get to use what I know about the development language to pre-analyze the code, take screenshots, and highlight potential sources of issues.

Problem Analysis and Debugging

I work in an environment patterned from ITIL and I perform second and third level support on incident or problem tickets.

This task requires the most technical skills (even more than functional coding). The problems that put the team to the test are those that happen exclusively on the client side, with no useful error message, have gone undetected for a long time, or with no discernable pattern or trigger.

If the problem is important enough, or urgent enough, we pour our souls into it until it is root caused and patched.

Reports Development

I develop, test, and run reports. The tasks include:

- Drafting and finalizing the report requirements
- Facilitating agreements on technical matters such as validity of sources, methods of extraction, use of data proxies, and so on.
- Analysis on potential issues such as privacy, fairness, and misrepresentation

When the technical points are hashed and agreed, I create the following:

- ETL queries in SQL
- Create visualizations, normally in Excel, sometimes in Jupiter notebook
- Create automation processes, normally in Windows batch

It is a good mix of data science, business analysis, and presentation skills.

Tasks on the Horizon

Apart from those mentioned already, I am involved in the following long-term projects:

- Sales system vendor migration
- GDPR Compliance