

### Summary of Work Experiences

#### Business Process Architect for Nobia Denmark Project

Global Process Managers Inc., February 2015 – Present  
Nobia Account

- Explores, documents, and clarifies change requests received from Nobia Denmark's IT and business departments.
- Creates, updates, and maintains the Sprint and Development documentation including man-hour estimations, sprint items, daily meeting action items, and so on.
- Serves as first level go-to person for application functionality questions in Manila.
- Performs User Acceptance Testing of candidate application builds.
- Participates in daily meetings for release concerns and updates.
- Participates in semi-regular meetings about the release of new products from the pipeline.

#### Consultant Technical Writer, Interim Team Lead, Interim Scrum Master

Accenture Manila Delivery Center, September 2012 – February 2015  
Avanade Account

- Created high-level to detailed sprint items that serve as work items for the GDM Methods Team in Accenture. Sprint items include time estimates, degree of automation, level of review, and delivery schedule.
- Produced sprint-related reports such as the sprint plan, schedule, capacity, DoD, and retrospectives, and serves as a liaison between Manila and US teams.
- Created, updated, and reviewed development methodology and development process documents.
- Developed video and deck training modules in collaboration with US product owners.
- Developed and designed Microsoft SharePoint sites.
- Developed VBA macros for automation of tasks.
- Functioned as a business analyst for tools development.

#### Consultant Excel VBA and Website Developer for KDC/ACE-U Project

World Bank Philippines June 2014 – July 2014

- Developed a set of data-gathering tools that enabled collection, summarization, and visualization of data from various universities in the Philippines.
- Created the website for the World Bank KDC and ACE-U project: <https://sites.google.com/site/kdcsphilippines/>

#### Senior Technical Writer for Misys Philippines

Misys Philippines July 2011 – September 2012

- Created documentation plans based on the requirements of Misys banking products. This responsibility included creating the delivery

### Highlights

- Competent Business Process Architect with ITIL Certification
- Clear Communication and Documentation Consultant
- Thirteen years of combined business process, technical writing, software development, and manufacturing experience
- Flexible and able to fill-in a wide spectrum of roles from the very specialized (such as application developer or QA tester) to leadership and generalized roles (such as Scrum Master and Team Lead)
- Knowledgeable in the current tools and philosophies of development and technical communication.

### Software and Concepts Skill Set

Publishing	Development
MadCap Flare	Delphi/Pascal
Adobe Robohelp	SQL Server Management Studio
AuthorIT	ITIL V3 Foundation
Arbortext Epic Editor	Multilizer Translation tool
Microsoft Visio	HTML
Microsoft SharePoint	VBA
Microsoft Infopath	Visual Studio
DITA	Team Foundation Server
	JavaScript
	Python
	Agile Development

schedule from draft to final, recommending the type of documents to deliver, expected person-hours, documentation tools and so on.

- Coordinated with various development teams for the technical accuracy of documents.
- Former member of the Misys global technical editors that regularly met for documentation quality assurance.
- Former member of the Misys Peak Club, a committee of volunteers who planned and coordinated company outings and outreach programs.

#### Senior Technical Writer for Electronic Arts Project

ESS Manufacturing Company  
Incorporated (EMCI) July 2009 – July 2011

- Gathered, interpreted, and organized network information to support the online and multiplayer functionalities of games produced by various Electronic Arts (EA) studios.
- Initiated periodic document reviews to keep the support documents up to date and at par with current standards.
- Conducted training and knowledge transfer sessions with other writers on technical and non-technical topics.
- Attended EA regional IT change management meetings to represent the interests and needs of the documentation team.

#### Technical Writer

Lawson Philippines Solutions and  
Services Center (PSSC) August 2007 – July 2009

- Analyzed, generalized, and documented resolved customer cases for the Lawson Knowledge Base system.
- Specialized on Supply Chain Management and Procurement cases
- Conducted peer-review of technical articles for quality control.
- Implemented revisions to the Lawson Knowledge Base language standards.
- Held weekly Post-mortem meetings for quality assurance and group discussions.
- Served as officer in charge when manager was on-leave.
- Achieved the highest performance evaluation rating among Knowledge Base peers in TalentView (Lawson's internal 360-degree rating system).
- Received the Lawson Outstanding Contribution award and the Eureka award related to documentation productivity and innovation.

#### Technical Writer for Nortel Project

ESS Manufacturing Company  
Incorporated (EMCI) November 2006 - July 2007

- Created, updated and reviewed technical documentation for Nortel telecommunication equipment.

#### Awards Received

- Finalist, National Institute of Singapore's Quantum Shorts Short Story Writing Contest, 2015
- Lawson Outstanding Contribution Award, 2008  
Joint winner, Lawson Eureka Award, 2008
- Highest Lawson TalentView performance evaluation rating, 2008
- 1st place, short story writing contest sponsored by The New Builder in 2002, and 2003

#### Professional Exams and Trainings

- ITIL V3 Foundation Certification  
Pasig, 2017
- Technical Writing and Game Technology Training  
EA headquarters, California, 2009
- Dale Carnegie Personality Development Training  
Lawson, 2008
- Nortel Networks Cellular Technology Training  
ESS Manufacturing Inc., 2007
- Professional Regulatory Commission  
Electronics and Communications Engineering  
Licensure Examination Passed April 2004

#### Education

- Basic Spoken Chinese Level 1  
Ateneo de Manila Confucius Institute  
Completed September 2010
- Mapua Institute of Technology  
Bachelor of Science in Electronics and  
Communications Engineering  
Graduated, 2004

Thank you for your interest.

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<https://jesuschua.github.io/Portfolio/portfolio.html>