

### 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.
- Handles all application language translation processing.
- 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.

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

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/kdcphilippines/>

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

### Main Competencies

- Competent Business Process Architect and Clear Documentation Consultant
- Has eight years of technical writing experience, two years of software development experience, and two years of manufacturing experience
- Flexible and able to fill-in leadership and development roles such as Scrum Master, Team Lead, QA Tester, Delphi, SQL and VBA Developer
- 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	Multilizer Translation tool
Arbortext Epic Editor	HTML
Microsoft Visio	VBA
Microsoft SharePoint	Visual Studio
Microsoft Infopath	Team Foundation Server
DITA	JavaScript
	Python
	Agile Development

- 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

- Provided analysis, generalization, and documentation of customer cases for publication in 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.
- Provided immediate analysis and publishing of technical information from engineers, to be published on Nortel's site and equipment documentation.

#### Front-end Engineering Staff

Photocircuits Philippines  
Incorporated September 2005 - November 2006

- Conducted design review, analysis and pricing of Printed Circuit Boards (PCBs).
- Provided feedback for design flaws, and potential manufacturing issues.
- Provided front-end engineering support for US and China facilities.

#### 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

#### Education

Mapua Institute of Technology

Bachelor of Science in Electronics and Communications Engineering

Graduated January 2004

Basic Spoken Chinese Level 1

Ateneo de Manila Confucius Institute

Completed September 2010

#### Professional Exams and Trainings

Professional Regulatory Commission

Electronics and Communications Engineering Licensure Examination

Passed April 2004

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

Repair Engineer

Samsung Electronics Philippines  
(SEPHIL)

September 2004 - September  
2005

- Conducted failure analysis and repairing of process defect drives.
- Provided maintenance and monitoring of test line equipment.
- Occasionally functioned as a production line sub-leader when the said role was vacant.