Jesus Hernandez Chua Jr

Technical Writer/VBA Developer

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🗁 Online Portfolio

Summary of Work Experiences

Interim Team Lead, Scrumm Master, and Consultant Technical Writer
Accenture Manila Delivery Center — September 2012 – Present

- Creates high-level and 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.
- Produces sprint-related reports such as the sprint plan, schedule, capacity, DoD, and retrospectives, and serves as a liaison between Manila and US teams.
- Creates, updates, and reviews development methodology and development process documents.
- Develops video and deck training modules in collaboration with US product owners.
- Develops and designs SharePoint sites.
- Develops VBA macros for automation of tasks.
- Functions 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 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.

Main Competencies

- Seasoned technical writer and document quality analyst with local and US training
- Has more than seven years of technical writing experience and two years of manufacturing experience
- Flexible and able to fill-in leadership and development roles such as Scrumm Master, Team Lead, Business Analyst, QA Tester, and VBA Developer
- Knowledgeable in the current tools of development and technical communication such as Visual Studio, Flare, Robohelp, Framemaker, AuthorIt, and Epic Editor

Software and Concepts Skill Set

Publishing	Development
MadCap Flare	HTML
Adobe Robohelp	VBA
AuthorIT	Visual Studio
Arbortext Epic Editor	Team Foundation Server
Microsoft Visio	JavaScript
Microsoft SharePoint	Python
Microsoft Infopath	Agile Development
DITA	

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.

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.

Awards Received

❯ 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