

Summary of Work Experiences (sorted by most recent)

Chief Risk Officer (Part time)

ZyBi Tech Inc. – A financial services startup company

February 2018 – Present

- Leads a department of risk and compliance officers.
- Leads the compliance documentation effort for all processes and procedures.
- Provides strategic outlook on potential and risk and compliance issues.
- Managed the documentation component of the company's provisional license granted by Bangko Sentral ng Pilipinas (BSP).

Business Process Architect (Full time)

Global Process Managers Inc.,
Nobia Account

February 2015 – Present

- 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 for Accenture's Avanade Connected Methods Team

Accenture Manila Delivery Center,
Avanade Account

September 2012 – February 2015

- 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 VBA macros for automation of tasks.
- Developed and designed Microsoft SharePoint sites.
- Functioned as a business analyst for tools development.
- Functioned as an officer in charge when Team Lead and managers were unavailable or on leave.

Character Highlights

- Highly analytical and data obsessive.
- Can visualize and prevent potential error mechanisms during the design stage.
- Maintains a high standard for himself and for the team.
- Level 3 Project Euler Participant.
- ITIL-certified and deeply knowledgeable of its strengths and follies.
- Clear communicator and organized note taker.
- Flexible and able to fill-in a wide spectrum of roles from the very specialized to the very general.

Software and Concepts Skill Set

Business Tools	Development Tools
Microsoft Visio	Delphi/Pascal
Microsoft Onenote	SQL SSMS
ITIL V3 Foundation	Python/Jupyter
Microsoft SharePoint	HTML
Xwiki	VBA
Numara	Visual Studio
Adobe Robohelp	Android Studio
Madcap Flare	Unity
Agile Development	Team Foundation Server
	JavaScript
	C3/D3

Excel VBA and Website Developer (Part time)

World Bank Philippines (KDC/ACE-U Project) 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.

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.

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

- DIY Data Science, Analytics, and Visualization Mandaluyong 2018
- 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