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🗁 [Online Portfolio](https://jesuschua.github.io/Portfolio/portfolio.html)

Jesus Hernandez Chua Jr

Business Analyst/Technical Writer

**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 Scrumm Master, Team Lead, QA Tester, Delphi, SQL and VBA Developer

Knowledgeable in the current tools and philosophies of development and technical communication.

**Summary of Work Experiences**

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| Business Process Architect for Nobia Denmark Project | |
| 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.
* 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.

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| Interim Team Lead, Scrumm Master, and Consultant Technical Writer | |
| 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.

**Software and Concepts Skill Set**

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| 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 |

* Developed and designed Microsoft SharePoint sites.
* Developed VBA macros for automation of tasks.
* Functioned as a business analyst for tools development.

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| 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/>

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| 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.

**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

* 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.

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| 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.

**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

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| 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.

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| 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.

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| 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.

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| 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.