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

Jesus Hernandez Chua Jr

Business Process Architect/Technical Writer

**Summary of Work Experiences**

**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.

Brutally honest when it matters.

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.

Better than average sense of humor.

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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.
* 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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| Consultant Technical Writer, Interim Team Lead, Interim Scrumm Master | |
| 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 and designed Microsoft SharePoint sites.

**Software and Concepts Skill Set**

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| --- | --- |
| Business/Publishing | Development |
| Microsoft Visio | Delphi/Pascal |
| Microsoft Onenote | SQL Server Management Studio |
| Madcap Flare | ITIL V3 Foundation |
| Adobe Robohelp | Agile Development |
| Microsoft SharePoint | HTML |
| Microsoft Infopath | VBA |
| C3/D3 | Visual Studio |
| Numara | Team Foundation Server |
| Wordpress | JavaScript |
| Xwiki | Python |

* 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.

**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

* 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.

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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.

**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

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| --- | --- |
| 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.

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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.

Thank you for your interest.

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