Juan dela Cruz

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SUMMARY OF QUALIFICATION

- Operated an immigration consultancy business for 4 years
- Achieved a 100% success rate in PR applications for Immigration, Refugees, and Citizenship in Canada
- 20+ years of experience in information service delivery
- Seasoned IT professional exposed to highly regulated industries like banking and finance, telecommunication, and immigration
- A growth mindset with the ability and curiosity needed to enter new fields, work in integrate or lead teams and find opportunities to improve processes and create innovative solutions

TECHNICAL SKILLS

Operating Systems	: Windows 7/8/10/11
Applications & Tools	: Microsoft Office Suite, Google Suite, Azure Sandbox
Tools	: Google Workspace, Nitro Pro PDF, RDBMS, IBM Cognos Analytics, Jupyter, SQLite
Project Management	: Agile, Waterfall, Scrum, Kanban, Trello
Languages	: SQL, Python, VB scripting, JavaScript
Content Creation	: WordPress, OBS Studio, Restream, Adobe Audition, Premiere, Photoshop, Canva
Content Management	: LiveAgent, SocialBee, HootSuite, MobileMonkey, PabblyConnect, Maker

EDUCATION & CERTIFICATIONS

HootSuite Platform Certificate / November 2023
Microsoft Azure Fundamentals Professional Certificate / October 2023
IBM Data Analyst Professional Certificate / Expected: November 2023

MASTERING GENERATIVE AI / Bangaluru, India / Mastering Generative AI Course / JAN 2024 – ONGOING
5 months comprehensive online training on the fundamentals of Generative AI and its application to real-world.

NPOWER CANADA / Ontario, Canada / Junior Data Analyst Program / AUG 2023 – DEC 2023
14-week intensive online training on the fundamentals of computer technology and project management
- Utilize Excel spreadsheets to perform data wrangling and data mining
- Develop working knowledge of Python language for data analysis using Pandas and Numpy
- Effectively complete a capstone project by collecting data from multiple sources, performing exploratory data analysis, data wrangling, statistical analysis and mining of the data using Python libraries
- Work extensively on creating charts and plots to visualize data, and building an interactive dashboard using IBMs Cognos Analytics and various Excel charts/graphs
- Visualize data using Python libraries including Matplotlib, Seaborn, Plotly and Dash
- Compose queries to access data in cloud databases using SQL and Python from Jupyter notebooks
- Explain cloud concepts, benefits of cloud computing and core Azure architecture components
- Use core Azure services and choose the Azure AI services that best address a company's challenges
- Control Azure spending and managing bills by applying recommended practices to minimize cost
- Understanding of Agile Project Management Lifecycle using tools such as Scrum, Kanban

UBC Continuing Studies / BC, Canada / Canadian Immigration: Laws, Policies and Procedures / 2016-2017
- Passed Full-Skill Exam on first take to be eligible for Regulated Canadian Immigration Consultant license.

Mapua Institute of Technology / MANILA, Philippines/ BS in Computer Engineering / 1983-1988
- Gold medalist recipient, Cum Laude

EXPERIENCE

Kuya Tsong Canadian Immigration Services Inc. / AB, Canada / Owner and RCIC 2018-2023
• Assessed clients' eligibility for PR application to IRCC with 100% success rate on submissions
• Prepared application documents and submission letters for case application to IRCC
• Handled day-to-day operation which includes client inquiries, messaging, application status tracking and office chores
• Published 190 video episodes and 140 inspirational posts to promote brand to social media
• Developed and maintained website on Wordpress platform to facilitate client case onboarding
• Implemented business processes and automation for client onboarding, case management and booking for consultation

University of the Philippines Alumni Association Edmonton Chapter Edmonton / AB, Canada / Project Event Coordinator 2021 – 2021
• Organized/facilitated a 2-day event in coordination with other Filipino groups in Canada and provided technical support during the event
• Suggested and implemented 4 weekly livestreams in Facebook to promote the event which solicited 128 Eventbrite registrants

OFW on AIR with Kuya Tsong Podcast / AB, Canada / Founder and Podcaster 2016-2018
• Produced and published 64 audio podcast episodes published in Apple iTunes, Google Music and Spreaker
• Published 70 blogs related to working overseas using batch post scheduler.

TELUS Corporation / AB, Canada / Information Services Manager / 2014-2015
• Led a team of (11) developers to support applications on HR, Legal and Finance
• Managed operation and support of payment gateway application 24x7

Bank of the Philippine Islands / Makati, Philippines / Application Development Manager / 1997 - 2013
• Managed a team of 33 IT professionals supporting web application like retail banking, corporate banking, stock trading and remittance systems; delivered consistently 99.99% uptime (per SLA)
• Pioneered the first enterprise Local Area Network at the Head Office, connecting 20 floors and implemented enterprise email (Lotus Notes)
• Fostered close collaboration with stakeholders to promote project buy-ins and support
• Completed the implementation of OPICS, (Treasury System), a $2.0 M project on time, at cost and per user requirement.

JAPAN APPLIED TECHNOLOGY CO. LTD. / Tokyo, Japan / Computer Engineer / 1991 - 1993
• Designed and implemented the logic board for the Mooney and De-Matia testing machines in accordance with the Japan Industrial Standard for Rubber
• Assembled gas analyzer machines that measure specific gases in the exhaust emissions of vehicles

INTEL Philippines Manufacturing Inc. / Makati, Philippines / Data Automation Engineer / 1989 – 1991
• Provided system administration support to the central mini computers: VAX 8550 and Micro VAX II installations
• Supported the daily data collection and transmission of production from the manufacturing machines to Intel Head Office, California, US
• Provided desktop/network support for 50 VAX PC workstations and 6 printers deployed across the 2 plants

National Power Corporation / Quezon City, Philippines / IT Procurement Specialist / 1988 – 1989
• Created client-server application and transformed manual processing of procurement into automated workflow
• Supervised a group (5) of data encoders to handle data migration and day-to-day operation
• Provided desktop support to buyers and support units