



## Contact

### Email

romaub2017@gmail.com

## Education

### Tertiary Level

2017 - 2023

### Bachelor of Science in Information Technology

University of Batangas - Main  
Hilltop Road, Brgy. Kumintang Ibaba,  
Batangas City 4200, Philippines

## Skills

### Professional Skills

- NetSuite
- Enterprise Resource Planning (ERP)
- SuiteBuilder Components
  - Custom Fields
  - Custom Records
  - Advanced PDF/HTML Templates
  - Workflow
  - Saved Search

### Frontend Skills

- HTML
- CSS
- JavaScript
- Bootstrap

### Backend Skills

- PHP
- MySQL
- Oracle SQL
- Basic Knowledge in
  - C Programming
  - Java

### Developer Tools

- Visual Studio Code
- Laragon
- Xampp

# Roma Alyanna Ulat

Experienced NetSuite professional with strong technical support and ERP skills. Proficient in SuiteBuilder, Saved Searches, Workflows, and scripting (SQL, JavaScript, HTML/CSS, and FreeMarker template engine). Completed a web development internship (HTML, CSS, PHP, MySQL) and worked in customer service. Recognized for ranking 8th in case closures (Dec 2024), with a proven track record of delivering efficient business solutions.

## Professional Experience

July 19, 2021 - January 14, 2022

### Customer Service Representative (Full Time)

#### Alorica Lipa

- Handled around 80 daily credit card support calls, resolving concerns within 3-5 minutes while ensuring fast, accurate, and professional service.

February 26, 2024 - Present

### Associate Technical Support Engineer (Full Time)

#### Oracle NetSuite Philippines

- Provided NetSuite support by customizing SuiteBuilder components (custom fields, forms, advanced PDF/HTML templates), troubleshooting workflows and saved searches, and resolving issues using Oracle SQL, JavaScript, HTML, CSS, and Freemarker.

## Internship Experience

February 28, 2023 - May 27, 2023 (486 hours)

### Web Developer

#### Warlen Industrial Sales Corporation

- Developed and maintained a promotional website using HTML, CSS, Bootstrap, PHP, and MySQL. Also responsible for data entry and expense tracking using Microsoft Excel.

## Achievements

2018 - 2019

### Top Academic Achiever

University of Batangas

2017 -2020

### Consistent Dean's Lister

University of Batangas

July 2023

### Best Female Research Presenter - Capstone Project

University of Batangas, College of Information and Communications Technology

July 14, 2023

### Cum Laude

University of Batangas

# Skills

## Framework

- Laravel

## Prototyping Tool

- Figma

# Achievements

- April 2024  
**Best Mock Call Email Summary**  
Recognized for Best Mock Call Email Summary during training, showcasing strong communication and issue documentation skills.  
Oracle NetSuite
- December 2024  
**Top 8 Rep with Highest Average Days to Close Score**  
Recognized for ranking 8th overall in December 2024 for case closure performance, across all product areas  
Oracle NetSuite

# Certifications

- December 2021  
**AWS Academy Graduate - AWS Academy Cloud Foundations**  
**Amazon Web Services (AWS)**  
Digital Badge: <https://www.credly.com/badges/56c0676d-4135-40f3-9ae6-399a298f0f35/print>
- July 23, 2023  
**Responsive Web Design Developer Certification**  
**freeCodeCamp**  
Certification: <https://www.freecodecamp.org/certification/fcc15aaf96f-e49d-46b6-8f3b-1fbff1cefc8b/responsive-web-design>
- August 28, 2025  
**Oracle NetSuite Certified SuiteFoundation**  
**NetSuite**  
Digital Badge: <https://catalog-education.oracle.com/ords/certview/sharebadge?id=467EF2FA7E4CD592FC3D1AAA4E01C14FA95D95517F105EAC7E6CEDED8DA900F9>
- August 28, 2025  
**Oracle NetSuite Certified Administrator**  
**NetSuite**  
Digital Badge: <https://catalog-education.oracle.com/ords/certview/sharebadge?id=3CF3C81275EEB830ED09F2C29AB2276A1B09E38307BE568FC6262E01EA10B33D>
- September 1, 2025  
**Oracle NetSuite Certified SuiteAnalytics User**  
**NetSuite**  
Digital Badge: <https://catalog-education.oracle.com/ords/certview/sharebadge?id=AC2705FEA493EE138F6D816464135794C8A9D77C722A990807D94E1E4E54DA12>