




CRIS BERNARDO

RPA DEVELOPER
RPA SUPPORT SPECIALIST



CONTACT

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PROFILE

I've been working in the IT industry for over 9 years. I've been engaged through various fields of IT, mainly on Business Process Development and Robotic Process Automation. I am proficient when it comes to designing, developing, testing and deploying automations which includes process development, end-to-end testing, UAT testing and Deployment, Production testing and Deployment.

SKILLS

- Blue prism
- UiPath
- Microsoft Visio
- Advanced Selenium Webdriver
- IBM Process Designer
- Blueprints Flow Testing Tools
- Advanced Java
- JIRA
- Intermediate Javascript
- Intermediate HTML/CSS

PROFESSIONAL EXPERIENCE

Company: Quantrics Enterprises Inc

RPA DEVELOPER

2022 - Present

- Create/Update RPA for Backoffice and Service Assist, that will be beneficial for the vendors. Includes end-to-end testing, UAT Deployment and Production Deployment.
- Follow a specific coding guidelines to improve efficiency and results for all automation processes.
- Setting up code reviews and analysis for pre-deployment of automation in UAT environment.
- Creates Operational Support and Technical documentations for automations.

RPA SUPPORT SPECIALIST

2022 - Present

- Conducts RRT, Hotfixes and Quick win Adhocs for existing issues encountered in the production.
- Conducts code reviews and analysis for pre-deployment of automation in the Production environment.
- Determine possible enhancements for existing process that will improve the performance of a deployed process.
- Make sure that all processes in the production are working properly.

EDUCATION

SECONDARY SCHOOL

Angono National High School
2004 - 2008

B.S. IN INFORMATION SYSTEM

University of Rizal System
2010 - 2014

BLUEPRINTS PROGRAMMER

2019-2022

- Works in developing current process/flows in BPI that ensures to help agents provide quality customer service for Bell clients
- Works as part of the Automation Team to help other colleagues understand how automations works in Blueprints programming
- Assigned as a Point of Contact (POC) for various segments in Blueprints, to help other programmers to deliver quality on their task.

TECHNICAL SUPPORT REPRESENTATIVE

2018-2019

- Provides technical solutions for customer concerns with regards to their services.

Company: YARA FUTURE EST. INC

IT SUPPORT / SPECIALIST

2014 - 2018

- Computer hardware servicing which include hardware / software troubleshooting and setup.
- Provides networking solution for small business establishment
- Provides customer service for clients with regards to their owned units.

INITIATIVES

REFRESHER FOR SUPPORT TEAM

- A seminar wherein it focuses on refreshing the knowledge of the support team on the role of a support including authoring guidelines , process and approaches to the clients.

BUSINESS OBJECT AND VARIABLE REPOSITORY FOR THE SEGMENT

- This repository helps programmers to easily identify where a certain Business Objects or Variables is being used, either it is a function , process apps or forms.

ADVANCE PROGRAMMING IN BLUEPRINTS

- A training course wherein we aim to help programmers in developing their current knowledge in blueprints programming.

RECAP SESSION FOR DEVELOPERS

- An initiative to align the authoring guidelines of Blueprints across all segments.

COURSES & CERTIFICATIONS

SS&C BLUE PRISM ROBOTIC PROCESS AUTOMATION PROFESSIONAL CERTIFICATION

- SS&C Blue Prism and LinkedIn - July 2023

INTELLIGENT AUTOMATION FOUNDATION

- LinkedIn - July 2023

PROCESS DISCOVERY & PROCESS MINING FOR ROBOTIC PROCESS AUTOMATION

- LinkedIn - July 2023

INTRODUCTION TO ROBOT PROCESS AUTOMATION

- LinkedIn - July 2023

UI PATH ESSENTIAL TRAINING

- Ui Path - July 2023

PROJECTS

PROJECT : BACK OFFICE AUTOMATION FOR VIRGIN BILLING CUSTOMER

Duration: 6 Months

Technology Used: Blue prism , Microsoft Visio

- Created an automation that will get customer information from a ticketing tool , check if there's a discount in the ordering system for the customer and add it to the customers account.
- Created Operational Document that will determine the expected number of tickets per day , SLA of the ticket to be handled and number of bots to be used to cope up with all the tickets.
- Added a feature that will update customer information based on what is on the ticketing tool and sent back the query back to the agents if there are insufficient information.

PROJECT : ENHANCEMENT OF ACTIVATION/CHANGE SERVICE AUTOMATION

Duration: 1 Month

Technology Used: Blue prism , Microsoft Visio

- Update existing automation for processing activation/change in service of the customer.
- Added feature that will search for multiple addresses and tagged ticket if it is not found in the ordering tool.
- Enhance the existing recovery of automation once it encounters any issue while processing a query.

PROJECT : AUTOMATION OF UPDATING STATUS OF ORDERS BASE ON RULES FOR SMALL BUSINESS DEPARTMENT

Duration: 6 Months

Technology Used: Blue prism , Microsoft Visio

- Create an automation that will check for the status of the order and update the current status to the work queue that will be used in determining if the order is already complete or the order needs to be sent back to the agent for manual processing.
- Created a shared process in routing orders for all kinds of Rules for Small Business department that can be updated easily in the future enhancement of the process.

PROJECT : RESOLUTION FOR RECURRING API ISSUES FOR TICKETING TOOL

Duration: 1 Month

Technology Used: Blue prism , Microsoft Visio

- Create an automation that will cater queries using UI version of the tool whenever there are ongoing issues for API.
- Added a feature wherein the process will be re-usable to other processes that has been affected by the API issue.
- Reduce occurrence of queries that has been pending for too long due to API issue.

PROJECT : BUSINESS RESIDENTIAL (TECH) MIGRATION

Duration: 1 Year

Technology Used: IBM Process Designer , JIRA , Blueprint Flow Testing Tool and Microsoft Visio

- Migration of 100+ flows and update to the current Blueprints scripting tool that is current used by call center agents from Bell.
- Enhancement of flow they are currently using in processing customer order and troubleshooting issues with customers services.

PROJECT : BUSINESS RESIDENTIAL (TECH) REBUILD

Duration: 9 Months

Technology Used: IBM Process Designer , JIRA , Blueprint Flow Testing Tool and Microsoft Visio

- Handle team of developers in starting the enhancement of processes in Business Residential Tech Department.
- Deployed 200+ of new processed for updating the current processes used in Business Residential , which will be migrated from Blueprints BITS to Blueprints Infinite which were more integrated and reliable.
- Creating of trackers and documentations that focuses in dealing with errors encountered by programmers while developing the process.