Jesus Hernandez Chua Jr

Business Analysis / IT Development / Process Architecture / Reports Development

Email: jesuschuajr@gmail.com

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

Experiences

Organization	Role	Period and type of employment	Responsibilities and Achievements
Nobia Denmark (As a direct-hire in Denmark)	IT System Consultant	February 2020 to present	Nobia is Europe's largest kitchen specialist. I work for one of its subsidiaries, Nobia Denmark. I already worked for this company while I was a part of the offshore team, so my responsibilities are similar, but with more depth and applications in scope. • Analysis and estimation of change requests • Quality assurance scoping and preparation of test environments • Process mapping and monitoring • Online reports generation • 2nd level support for incidents and problems I go into detail about 'My current tasks' in the last page.
Nobia Denmark (As part of an offshore team in the Philippines)	IT Business Process Architect	February 2015 to January 2019	Nobia Denmark partnered with Global Process Managers Inc. to maintain its sales systems. I am part of the team that established the knowledge pool, reporting formats, and development processes in Manila. I was responsible for: • Business analysis of change requests. • Second and third level debugging of production issues. • Advisory roles for test case creation and execution. • Standardized and automated reports for various recipients within the organization. • Creation and maintenance of various tools for software development, estimation, and testing. Technically, I left this job in 2019, but I was absorbed by the client, so the transition is not so abrupt. I regularly work with my previous colleagues in the offshore team on some projects.
Zybi Tech Inc.	Chief Risk Officer and Head of Compliance	February 2018 to December 2018, Part time	Zybi Tech Inc. is the proprietor of 'Juan Cash' and 'Juan Exchange' mobile applications. Initially, I served as documentation manager and head of compliance where I oversaw the filing and approval of the company's first provisional BSP license.

			Later, I served as both Chief Risk Officer and Head of Compliance where I created risk mitigation plans and other anti-fraud processes, leading a team of two compliance officers. I left Zybi Tech to prioritize my full-time technical roles in Nobia and have not been connected with them since 2018.
Accenture (We Select Inc.)	Consultant IT Technical Writer	September 2012 to February 2015, Full time	Accenture partnered with We Select Inc. to provide technical documentation support for the Avanade project. In this position, I: • Created tools for the conversion and updating of legacy documents to the Avanade Connected Methods. • Functioned as an interim team lead and scrum master when the team lead was not present. • Developed SharePoint pages with jQuery animations.
World Bank	Consultant IT Developer	June 2014 to July 2014, Part-time	This is a short two-month project I did for the World Bank's Knowledge for Development Community (KDC). We created a survey form and a Google site where KDC participants can upload their filled-in forms and reports.
Misys	Senior Technical Writer	2011 to 2012, Full time	I managed, tracked, and produced all the technical documentation needs of the Misys BankFusion Teller project.

Tools

Tools	Purpose
MS SQL	Creating reports and queries
Delphi IDE	Debugging and code analysis
Microsoft Visio	Creating diagrams and flowcharts
Python with Jupyter and Pandas	Creating data extraction, analysis, and testing tools
Xmind	Creating mind maps
Microsoft Excel	Data analysis and presentation
Android Studio	Hobby mobile development

Educational Background

Bachelor of Science in Electronics Engineering	
School	Mapua Institute of Technology
Year	2004
Our thesis project was a spinning wheel game design and prototype (in the style of 'The prize is right') that gave out prizes depending on the combination of numbers that the players land on.	
Basic Spoken Chinese Level 1	
School	Ateneo de Manila Confucius Institute
Year	2010

Formal Trainings

- Danish Language Education – AOF Job og Dansk, Varde, Denmark
- DIY Data Science headed by Dr. Reina Reyes
- ITIL V3
- Dale Carnegie Personality Development
- Six Sigma White Belt

Informal Trainings

- Level 3 Project Euler Participant – Project Euler is a website and community dedicated to answering programming and mathematical problems. I always come back to this activity during my vacations.
- Duolingo User – Duolingo is a free community of language learners.

Awards Received

- Finalist, Quantum Shorts Short Story Writing Contest, National Institute of Singapore, 2015
- Outstanding Contribution Award and Eureka Award, Lawson Philippines, 2008
- Various short story awards in school

Professional Examinations

- ITIL V3 Foundation Certification. Pasig, 2017
- Professional Regulatory Commission, Electronics and Communications Engineering Licensure Examination, Manila, 2004

My current tasks

Analysis and Estimation of Incoming Changes

I estimate the development and testing cost of incoming software changes. The changes could be procedural, technical, or administrative. If they need to be challenged, I make the assertions clearly and politely.

I ask questions, and translate the answers into realistic and understandable reports:

- How complex is this change, and can it produce issues just because of complexity?
- How much testing can be put into the change, and how will it ensure stability and correctness in the outputs?
- Can we use factors that we already know to further bring down this change's complexity?
- How do we attack this change on a technical level?
    - Considering the current software architecture.
    - Considering the resources and experts available.
    - Considering the deadline.
- How do we test and monitor this process moving forward?

I condense the answers to these questions and lay them out clearly, in a manner that technical and non-technical stakeholders can use in their decisions.

Communication can be in Danish, but I mostly write and discuss technical terms in English.

Quality Assurance Scoping and Preparation

I advise our test engineers what critical points of the software to test. The level of advice depends on how complex the change is, and what they already know. If I need to write SQL scripts and test cases myself, I will write them.

Knowing how much time we need to test a feature, or a change is always a mix of science and gutfeel. Despite all efforts, fore-thought, and padding put into the practice, I still believe it is one of the greatest unresolved mysteries in software development.

I aspire to be practical and theoretical at the same time in this type of work.

Process Mapping and Monitoring

I help teams outline their existing processes. This might seem trivial, but it is not. Most teams and practitioners are only aware of the processes in their small scope of the business. With this work, I put that localized knowledge into diagrams, and help illuminate the critical phases across functions.

I work like a cartographer in this task; drawing hills, valleys and known landmarks to areas previously filled with dragons, uncertainty, and mist. And with any map, it has to be beautiful, correct, and functional.

Online Reports Generation

I develop, test, and run reports. The tasks include:

- Drafting and finalizing the report requirements.
- Getting agreements on technical matters such as data sources, methods of extraction, data proxies, and so on.
- Analysis on potential issues such as privacy, fairness, and misrepresentation.

When the technical points are fought out and agreed, I create the following:

- ETL queries in SQL
- Visualizations in Excel and Jupyter notebook
- Internal online pages, normally via secured webservices.
- Automation processes, normally in Windows batch and scheduler

It is a good mix of data science, business analysis, and presentation skills.