

# Robert “Arar” Romorosa

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## BUSINESS ANALYST

Defining Solutions and Scope | Businesses Process Re-Engineering | Wireframing, Prototyping, and User Stories

Specializes in Website Applications for 6 years capable of improving and optimizing business processes in order to ensure growth and success. Proficient in CRM, different domains (Healthcare, Accounting, Airlines etc.) and eCommerce sites/applications and its process. Extensive experience in analyzing internal workflow processes to find opportunities for improvement, formulating and implementing business development strategies, and assessing business requirements. Knowledgeable about Software Development Life Cycle (SDLC) and Agile Methodology.

## WORK EXPERIENCE

**HORNHOST** - *Philippines*

February 2019 – to present

### BUSINESS ANALYST

**Creates** detailed business analysis, business requirements, scopes, and solutions for all the involved stakeholders. **Takes part** in the development process by assisting the development and QA Testing. **Produces** Software Requirements Specifications (SRS), Product Requirements Documents (PRD), wireframes, and prototypes for development and implementation.

- Defined 75% of the scope and solutions of the Whole External and Core Banking/financing and ecommerce System.
- Successful in capturing the requirements, feedback, and demoing the final product to the client and end-users. Transforming clients to happy customers.
- Completed in-depth analyses and selection of Accounting Entries to Lessen Manual Entries boosting automated processes by 39%.

**ALORICA APAC** - *Montevideo, Uruguay*

April 2020 to April 2021

### PRODUCT SUPPORT AND CUSTOMER SERVICE RETAIL SPECIALIST

**Provide** excellent customer service assistance. **Identify** and determine the cause and issue of the product. **Supports and Troubleshoots** issues that will prevent the product from being returned. **Maintains** quality phone calls and high standards of professionalism, rules, and management policy.

- **Maintains** 92% Return Prevention Efficiency throughout my career.
- **Successfully** mitigates 99% various problems in Retail and Technical support, Transforming clients to happy customers.
- **Awarded** as one of the top customer service specialists in Latin America 5X in a row.

July 2016 to March 2020

### WORDPRESS DEVELOPER – *Freelancer*

**Working** on both the **front-end and back-end** of a major website project surrounding the WordPress platform. Using deep knowledge of **HTML, CSS, PHP, JavaScript, XML/JSON and 3rd party APIs**. **Collaborate** productively with the product team to understand requirements and business specifications around web design and functionalities, portfolio management, analytics and risk. Coding software updates and alterations based on detailed design specifications. **Develop and present findings and solutions** to audiences including senior executives and stakeholders.

- Address and fix complex bugs and perform security checkup.
- Implement and update application modules, utilizing deep understanding of the WP library and other common practices to produce great WP-based products.
- Working an independent level, while also serving as an effective and enthusiastic collaborator.
- Ensure new custom creations work properly in all environments while overcoming conflicts with popular themes and plugins, performed automated testing tasks and developed complex features routinely.
- SEO and Analytics

CPC HOLDING COMPANY - Saudi Arabia

May 2009 - June 2016

## FINANCE EXECUTIVE

**Prepares** financial statements and executives summaries (Monthly income report of multiple companies, analysis / share of stocks dividends of every shareholder), consolidation, Accountant's business plan, budget, sales forecast, analysis, entries of balance sheets reports, income and etc.

**Creates** internal and external correspondence, memos, resolution, invitations for programs and events, reports, procedure manuals, and presentations. **Assists** Board of Directors and Stockholders.

- **Maintain** reports for 32 companies and its subsidiaries.
- **Facilitates** balance review, shares every end of the month, quarter, and year to Billion Dollar Assets.
- **Holds** reporting sessions to key stakeholders and top 10 stockholders.

AL ANSARI COMPANY - Saudi Arabia

Mar 2007 - Mar 2009

## SALES AND INVENTORY ACCOUNTANT

**Composes** business correspondence for inter-branch, materials and supplies request, memos and coordinated to the local and international supplier regarding stocks and bid stocks to purchase.

**Coordinates** work flow, maintains procedures manual to ensure consistent performance of routines and research , draft or abstract reports. **Creates** monthly sales and expense reports.

- **Successfully** established and stick to the stated objective of the agenda.
- **Maintains 90%** awesome feedback efficiency in stocks control.
- **Achieved 100%** research exactness through **SWOT** analysis

LOCAL GOVERNMENT UNIT - Caraga, Philippines

Jan 2004 - Mar 2006

## ADMINISTRATIVE ASSISTANT / SECRETARY

**Supports** activities for government administration, receiving and directing visitors, word processing, filing, and faxing. **Assists** government servants, minutes taking, certifications, hosts programs, and performs other clerical jobs. **Coordinates** work flow, Maintains procedures manual to ensure consistent routine performances.

- **Effective and efficient** in data and control management, coordinating operations, keeping calendars updated, and providing professional correspondence. Encode agreements and settlements of different types of cases and disputes of the constituents.
- **Maintains**, and provides **90% of administrative, technical** and secretarial support to the local government unit officials. **Interacts** routinely with the officials and the general public. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.
- **Awarded** as employee of the year, 2 years consecutively.
- Assisted in administrative jobs, make session minutes, certification, program events, invitations, filing and general clerical jobs.

## EDUCATION

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June 2022 to Oct 2022 - **GroundGuru**

**Wordpress Development Masterclass**

**Android for Beginners: Creating your first app / Flutter**

June 2002 – April 2006 - **Systems Technology Institute (STI)**

**Bachelor of Science in Information Technology**

San Francisco, ADS, Philippines

2012 - 2013 - **Total Care International**

(CNA) Certified Nursing Assistant | Kingdom of Saudi Arabia

## TECHNICAL SKILLS

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- SEO and Analytics, Web Project Management, Web Design and Programming, Domain Configuration, Web Hosting (Cloud, Shared and Dedicated Servers)
- Documentation: MS Visio, MS Word, MS Excel, MS PowerPoint, Outlook, MS Access, Google Services, OneDrive
- Business: CRM System - Microsoft Dynamics Axapta, Business InScala System, (ACC) Arab Accounting System, Accounting System (EDP)
- Software Development: Ticketing system, Websites using (CRM), System Requirement Specification (SRS), Drafts and Prototyping, Wireframing, Functional Design, UML Cases, User Case Documentation, Scrum and Agile Methodology.
- Computer Operation: Software Programming, Troubleshooting and Networking

## CERTIFICATIONS AND TRAININGS

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Amazon Product Support Technical Skills Certification  
Amazon Retail Customer Service Specialist Certifications  
PC Software and Hardware Certification  
Blogging and WordPress Plugin Development Certification

Training and Workshop "Government Annual Budget"  
Training Workshop on Government Budget Preparation  
Training on Business Management Capability Enhancement for Local Government  
Training workshop in Local Government Justice (Republic Act. 9262)  
Training on Slaughterhouse Operation and Management Orientation  
Certificate of Recognition as Computer Operation Instructor – 1 Year IT Mission  
Certificate of Spanish Language learning

## ACHIEVEMENTS

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Civil Service Eligibility (Licensee No. 26150018)  
Certified Basic Life Support (BLS - CPR) from American Heart Association  
Certified Data Encoder (TESDA)

Toastmasters - Best in Table Topics (2014)  
Valedictorian - (CNA - Nursing Associate)  
Highest Honor - (BSIT 2006)  
STI College Scholar (2002-2006)  
TESDA - Government Scholar  
Highest Honor - (Secondary Education)  
President - Student Body Organization