



ABOUT ME

I'm a seasoned professional with 12 years of corporate experience in the BPO industry, where I've had the opportunity to work in lines of business such as Banking and Finance, Insurance, and Retail specializing in Data Analysis, Reports Automation, and Robotics Process Automation (RPA), Customer Service, and Operations Support. My proficiency in leveraging advanced tools allows me to streamline processes and enhance data accuracy. I excel in transforming complex data into actionable insights, driving strategic decision-making with precision and efficiency.

TECHNICAL SKILLS

AUTOMATION ANYWHEREUIPATH

VBAEXCELMACROSSQL

MYSQLPPOWERAPPSPOWERBI

TABLEAUFIGMAHTMLCSS

JAVASCRIPTREACTNODE.JS

PHPPWORDPRESSELEMENTOR

CERTIFICATIONS

Automation Anywhere Certified
Advanced RPA Professional
(AADVC-25466003)

RALDZ BORJA

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<https://workwithborj.com>

Automation Developer / Data Analyst /
Freelance Web Developer

WORK EXPERIENCE

FREELANCE
Jul 2024 - Present

COGNIZANT
Remote
Jan 2020 - Jun 2024

COGNIZANT
Pasig City, Philippines
Jan 2019 - Jan 2020

COGNIZANT
Pasig City, Philippines
Jan 2013 - Jan 2019

Web Developer / Automation Developer

- Create email marketing campaigns, automated workflows on Marketing Platforms like Zoho, Instantly, Klaviyo, Systeme and GoHighLevel.
- Develop Websites, Landing Pages, Wordpress sites
- Create Sales Funnels in GoHighLevel and Systeme Platforms

Robotics Process Automation (RPA) Developer

- Collaborate with Business Analysts and Stakeholders to identify, document, and assess processes for automation requirements, feasibility and ROI.
- Design, Develop, Test and Implement Automation Workflows using Automation Anywhere (A360) to automate repetitive and rule-based tasks.
- Build Re-usable Automation Components.
- Create detailed Process Maps, Workflows for End-to-End Automation Solution Design and End-User Documentation.
- Debug & Fix Bot Failures and Issues.
- Team Leadership and Team Management
- Conduct code reviews to ensure quality.
- Establish best practices and coding standards.

Robotics Process Automation (RPA) Production & Platform Support

- Reporting, Scheduling & Monitoring of Bots in Production.
- Troubleshoot Issues, Perform Root Cause Analysis of Bot Errors or Exceptions.
- Coordinate with Business and Technical Teams to Resolve Errors and Optimize Bot Performance.
- Maintain a Knowledge Base and Create Troubleshooting Guides for L1 Support Teams.
- Migrate Bot Codes into Test and Prod Regions.
- Setup and Configuration of Bot Virtual Machines.
- Platform Administration (UiPath)

Data & Reports Analyst / Automation Developer

- Creation of Tools for Metrics Analysis and Performance Tracking for BPO Operations Process.
- Database Management.
- Collection of Data, Query of Data using SQL, Data Transformation & Trend Analysis.
- Create Data Visualization.
- Prepare, Build and Publish Reports / Dashboards.
- MS Excel Report Automation and MS Excel VBA (Macro) Development.
- Data Transformation and Analysis using BI Tools

PERSONAL DETAILS

Birthdate:
November 24, 1989

Civil Status:
Single

Nationality:
Filipino

Languages:
English, Tagalog

LINKS

LinkedIn:
<https://www.linkedin.com/in/raldzb orja/>

WNS GLOBAL SERVICES
Quezon City, Philippines
Jan 2012 - Oct 2012

Finance Associate

- Receives asset transfer request documents from client, financial advisors & financial firms.
- Process all transfer of mutual fund assets between custodians, ensuring accuracy and timeliness.
- Money movement includes exchanges, transfers of shares to another financial firm, liquidation of assets going to another financial firm or institution.
- Ensure that the request documents are in good order and process it accurately within time standard.
- Other task includes case assignment to team members.

HEADSTRONG
Makati City, Philippines
Apr 2011 - Dec 2011

Data Entry Associate

- Analyze client scanned PDF documents like Client Application forms, Power of Attorney forms & Trustee Certificate forms.
- Ensure that the documents are in good order.
- Migrate required data into the Client Database System.

EDUCATION

OUR LADY OF FATIMA UNIVERSITY
Valenzuela City, Philippines
2010

Bachelor of Science in Nursing

- PH Registered Nurse (Inactive License)

PROFESSIONAL DEVELOPMENT

Udemy	Figma UI UX Design Essentials
Udemy	Figma UI UX Design Advanced
Domestika	Master Figma from 0 to 100
Domestika	Innovative Web Design in Figma
Domestika	Web Design with Figma: Building Striking Compositions
Udemy	The HTML & CSS Bootcamp 2024 Edition
Udemy	Shopify for Beginners - The Complete Shopify Course
Udemy	Build eCommerce websites with WordPress & WooCommerce
Udemy	Become a WordPress Developer: Unlocking Power With Code
Udemy	WordPress 2025: The Complete WordPress Website Course
Udemy	The Complete 2024 Web Development Bootcamp
Udemy	The Complete JavaScript Course 2025: From Zero to Expert!
Udemy	The Ultimate React Course 2025: React, Next.js, Redux, Tailwind CSS
Udemy	The Complete Zapier Course: From Beginner To Expert (2025)
Udemy	The Ultimate MySQL Bootcamp: Go from SQL Beginner to Expert
Udemy	Microsoft Power BI Desktop for Business Intelligence
Data Analytics Philippines	Business Intelligence With Power BI Desktop
Data Analytics Philippines	Microsoft Office Specialist: Excel Associate
Data Analytics Philippines	MySQL Querying Fundamentals
Home-Based Connect	GoHighLevel Funnel & Membership Site Building
Zuitt Coding Bootcamp	Basic Web Development Workshop