

DONALD JANS UY

IT Consultant

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PROFESSIONAL SUMMARY

Technology-driven IT Consultant with dynamic adaptability across technical and functional domains. Proficient at aligning business processes with technological solutions, driving organizational transformation through strategic analysis and cross-functional collaboration, delivering innovative and data-driven solutions that optimize operational efficiency and generate meaningful business growth. Proven record of aligning complex business processes with innovative technological solutions.

SKILLS AND ABILITIES

Technical Proficiencies:

- ❖ **ERP Systems:** SAP Ariba modules, SAP Cloud Integration Gateway
- ❖ **Programming & APIs:** Python, SQL, HTML, REST APIs, Tailwind CSS, React, Node.js
- ❖ **Cloud & Development:** AWS RDS, Visual Studio Code, Figma, Software Idea Modeler, POSTMAN
- ❖ **Data Visualization:** Microsoft Power BI, Visio, Lucid Chart, MySQL Workbench
- ❖ **Methodologies & Project Management:** Agile Methodology, JIRA

EXPERIENCE

askElle.ai (November 2024 – Present)

Customer Experience Associate

- ❖ Developed strategic customer service approach through comprehensive feedback collection
- ❖ Created customer service handbook and technical support guide
- ❖ Designed systematic feedback process for end-user data analysis
- ❖ Collaborated on cross-functional team initiatives to enhance user interfaces
- ❖ Explored new market channels to generate leads and improve customer acquisition
- ❖ Reported directly to the CEO, providing recommendations that influenced key business decisions, including the selection of cost-effective tools for customer relationship and support management.

Deloitte Consulting company (June 2022 – March 2023)

IT Consultant

- ❖ Led SAP Ariba Consulting for Singapore client in Communications, Media & Technology
- ❖ Automated Sourcing Process Flow using SAP Ariba Sourcing OPEN APIs, reducing execution time by 20%
- ❖ Served as Subject Matter Expert for REST APIs and SAP Procurement
- ❖ Configured SAP Ariba Sourcing integration with SAP S/4 HANA using Cloud Integration Gateway
- ❖ Created user guides that increased end-user efficiency by 25% and reduced support inquiries by 45%
- ❖ Point of contact for SAP Ariba Sourcing issues, using CIG's Transaction Tracker to resolve payload errors.

Accenture Global Professional Services company (April 2018 – May 2022)

Senior Solutions Architect

- ❖ Mentored 100+ resources on SAP Ariba OPEN APIs, improving team efficiency by 25%
- ❖ Designed and integrated SAP Ariba Open APIs for EU Oil & Gas client
- ❖ Developed custom system integrations with SAP Ariba and S/4HANA
- ❖ Configured SAP Ariba modules across Retail and Pharmaceutical sectors
- ❖ Created user guide documents for SAP Ariba training workshops
- ❖ Contributed to PAULA, an AI-driven Procurement Assistant chatbot using SAP Leonardo

EDUCATION

Software Development May 2023 – December 2024

Southern Alberta Institute of Technology – Calgary, AB, Canada

- **Current CGPA:** 3.92/4.0
- **Institutional Honors:** Graduated with Honors
- **Capstone Project:** Leading backend integration, while actively supporting frontend development and managing comprehensive documentation to ensure a cohesive and functional final product.
 - **Technical Framework:** React, JavaScript, Node.js, AWS RDS, Firebase/Firestore, MySQL, and REST APIs
 - **Capstone Demo:** The demo for our capstone project can be accessed through this [link](#)

Bachelor of Science in Physics Batch 2016

De La Salle University – Manila, Philippines

AWARDS

Accenture's Agila Award (Agility Champion) FY 2020

Certifications

SAP Certified Application Associate – SAP Ariba Integration with Cloud Integration Gateway 2022