ALFREDO ESCOTOTO DIMAANO JR

Project Manager | Business Analyst | Automation Specialist

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PROFESSIONAL SUMMARY

Project management, business analysis, and automation professional with experience supporting technology initiatives, cross-functional delivery, reporting, analytics, process improvement, and customer operations. Skilled in coordinating stakeholders, documenting requirements, managing schedules and scope, developing automation solutions, and using Excel, Power BI, Power Automate, and VBA to improve accuracy and efficiency.

CORE COMPETENCIES

Project Management	Business Analysis	Functional Analysis
Agile Workflow	Automation Management	Automation Scripting
Power Automate	Excel VBA	Power BI
API Management	Automated Deployments	Development Testing
Functional Documentation	Business Analytics	AI Agents
Agentic AI	AI Governance	AI Prompting
Contract Implementation	Fraud Analysis & Analytics	Fraud Management
Customer Service		

PROFESSIONAL EXPERIENCE

Project Manager

JTI GBS Jan 2023 - Present

Taguig City, Philippines

- Create project plans, timelines, and delivery activities for in-scope initiatives.
- Lead and collaborate with cross-functional departments to complete business requirements and align delivery expectations.
- Coordinate technology initiatives including software rollouts, infrastructure upgrades, and security enhancements.
- Manage project scope, budgets, schedules, and cross-functional teams to support timely delivery within financial limits.

Business Analyst

Coforge BPS Philippines Dec 2021 - Dec 2022

Alabang, Muntinlupa City, Philippines

- Prepared monthly HR reports for internal and external stakeholders and translated stakeholder needs into reporting requirements.
- Used Microsoft Excel and Power BI to prepare, model, visualize, analyze, manage, and secure reporting data.
- Improved data quality by identifying discrepancies and errors and implementing validation and quality checks.
- Identified opportunities to improve report accuracy and efficiency and maintained detailed requirements documentation.

Automation Specialist

Genpact Philippines Sep 2014 - Dec 2021

Alabang, Muntinlupa City, Philippines

- Developed and maintained automated test scripts using Microsoft Excel VBA and Power Automate.
- Collaborated with development teams to understand application features and design comprehensive test plans.
- Executed test cases, analyzed results, reported defects, and documented automation failures through resolution.
- Enhanced automation frameworks and integrations, coordinated stakeholder requirements, and analyzed performance results to identify bottlenecks.

Customer Service

SPI Global (Straive) Aug 2006 - Sep 2014

Makati City, Philippines

- Responded to customer inquiries through phone, email, chat, and in-person channels.
- Resolved customer issues and complaints professionally and provided accurate information on products, services, and policies.
- Processed orders, returns, refunds, and account updates as required.

EDUCATION

Bachelor's Degree
University of Eastern Philippines | 2002 - 2006

LANGUAGES

English: Fluent, Advanced (C1)