

CURRICULUM VITAE

BILL L. ROQUE

Mobile: +63 916 6036087

Email: bill.roque@tnt.com

Date of Birth: October 04, 1974

Age: 34 Years Old

Sex: Male

Nationality: Filipino

CAREER OBJECTIVE

A challenging and rewarding career in information technology that would enhance my experience and develop expertise in handling an array of responsibilities through involvement and practice of specialized skills acquired through practical and previous employments.

PROFESSIONAL EXPERIENCES

A. TNT Express Worldwide

Position Title: **Customer Interface Technology Manager / TNT.COM Webmaster**

Duration: June 2007 – Present – **Re-hired**

Work Description:

CIT or Customer Interface technology is the division in-charge for designing of Customized IT solutions and Implementation of different Shipping Systems of TNT.

RESPONSIBILITIES (C.I.T. Manager):

- Drive initiative to increase electronic receipt of consignment data into mainframe system (through PDF barcode scanning, file distribution, EDI, etc.) so that the transaction costs for the company will go down, data becomes available earlier, and data quality is enhanced.
- Liaise with country sales team in setting targets to increase the number of customer CIT installations.
- Manage the installation of CIT applications at customer sites and update new releases as and when they are rolled out from Atherstone and deemed appropriate for the customer.
- Develop and implement training plans for relevant functions within the organization on CIT applications in general as well as for new product releases from Atherstone.
- Provide system integration solutions to customers where these are deemed useful and feasible.
- Create cross-functional awareness of CIT through regular communication of the operational and business benefits of CIT solutions to Sales, Operations and Management; and resolve cross-functional issues in order to obtain commitment and support from the organization towards the achievement of CIT targets.
- Produce monthly reports to measure results against targets and communicate these to Regional CIT Manager. Where necessary, take corrective action to address deviations from targets.

- Control the registration of CIT products and assets according to GHO policy. Update SSACIT promptly.
- Responsible for the presentations of CIT Systems, involve in proposals submissions and contract negotiations and executions.
- Main IT person for the HELIX system (Web-based Inventory System of TNT). IT project lead for the Smart-Nokia Repair and Return warehousing project.
- Lead role in Designing and Implementing the TNT's complete Mailroom Management System.
- Client sites hardware and software installations and training of users.
- Designing of I.T. solutions based on clients Shipping requirements.
- Work closely with software development team to ensure that implementation schedules and client requirements are met.
- Equip sales team with appropriate training and knowledge in different IT systems of the company.

RESPONSIBILITIES (TNT.COM Webmaster):

- Manage and Maintain TNT.COM
 - Publish content pages
 - Update pages as required and instructed
 - Enforce standards
 - Keep to guidelines and policies
 - Create and maintain workflows
 - Ensure that all updates to Applications are scheduled and maintained.
 - Implement Search Engine Optimization (SEO).
- Continuous Improvement of TNT.COM
 - Assess specific feedback regarding the localized website.
 - Create hit counter statistics report.

EXPERIENCES GAINED

- Experience in Designing of Complete Shipping Systems model.
- Web-based and pc-based Self-service shipping applications (e.g. Printing of Shipping Docs, Track and Trace, Price Inquiry and Booking and Collection).
- Designs and Implements Mailroom Management System model. Lead IT person in projects with Major customers like World Health Organization, Philippine National Bank, Union Bank of California, etc.
- Designs and Implements Customized Systems for Major Customers like the Shipping Request Systems for World Health Organization, Purchase Requisition System for Globe Telecoms.

B. TNT Express Worldwide

Position Title: Customer Interface Technology Manager

Duration: May 1998 - Nov 2006

TECHNICAL SKILLS

- Day Communique Tool (CMS)
- Web Abacus
- SAP Business one
- Programming languages: PHP, VB.net.
- Databases: mySQL, MS Access

- Report Software: Crystal Reports 8.5-9.0
- Network Administration: Windows Server 2003, PC networking and Administration.
- Network/Computer privacy and security
- Other software applications: PowerPoint, Word, Excel, Frontpage, Vision
- Macromedia Dreamweaver 8, Macromedia Flash 8 professional, Macromedia Fireworks 8
- Web Servers: IIS, Apache
- Others: phpmyAdmin, Web Server administration, Email Administration
- Experience in Software Documentations and Manuals.

EDUCATIONAL BACKGROUND

Bachelor's/College Degree

Field of Study: B.S. Computer Science
 Institute/University: AMA Computer College, Philippines

TRAININGS / SEMINARS ATTENDED

Internet Redesign Training for ASIA

By: Asia Regional Office, TNT Express Worldwide
 Singapore
 September 01 – September 03, 2008

Bulletproof Managers Training

By: TNT Express Worldwide, Philippines Inc.
 Manila, Philippines
 2008

CIT Workshop 2007

By: Asia Regional Office, TNT Express Worldwide
 Bangkok, Thailand
 October 28, 2007 – November 01, 2007

SAP Business One – Basic Training Course

By: Phoenix one/Fasttrack Philippines
 Alabang, Muntinlupa, Philippines
 September 22, 29, October 06 & 13, 2007

WHO Regional Committee Meeting for the Western Pacific

World Health Organization
 Auckland, New Zealand
 September 2006

VISUAL BASIC.NET PROGRAMMING WITH MICROSOFT.NET

April 2006
 By: EDUPRO (Microsoft Certified Trainer)

ADVANCE PROGRAMMING MICROSOFT 2002

TNT Express Worldwide
By: DB Wizards (Microsoft Certified Trainer)
May 2005

Information and Communication/Customer Interface Technology CONFERENCE

TNT Express Worldwide, Asia Regional Office, Singapore
By: TNT ARO
November 8-9, 2004

CUSTOMER INTERFACE TECHNOLOGY WORKSHOP

TNT Express Worldwide
Langkawi Bay, Malaysia
By: TNT ARO
March 3-5, 2003

CRYSTAL REPORT 9.0 TRAINING

TNT Express Worldwide
Langkawi Bay, Malaysia
By: Crystal Decisions Singapore
March 6-7, 2003

EFFECTIVE SALES PRESENTATION

TNT Express Worldwide
Pasay City, Philippines
By: Mr. Ninoy Rollan
October 28-29, 2002

HELIX r2.0 TRAINING WORKSHOP

TNT Express Worldwide
Marina Square, Singapore
By: TNT ARO/HOLON
June 24-28, 2002

CUSTOMER INTERFACE TECHNOLOGY WORKSHOP

TNT Express Worldwide
Bangkok, Thailand
By: TNT ARO
March 4-8, 2002

PERSUASION STRATEGIES

TNT Express Worldwide
Pasay City, Philippines
By: Guthrie Jensen
August 17-18, 2002

SERVICE ATTITUDE SEMINAR

TNT Express Worldwide
Pasay City, Philippines
By: Guthrie Jensen
August 17-18, 2000

DANGEROUS GOODS AWARENESS SEMINAR

TNT Express Worldwide

By: German A. Yturriaga
October 8, 1997

AWARDS RECEIVED

ASIA CIT MANAGER OF THE YEAR 2004

TNT Asia Regional Office, Singapore

ASIA CIT MANAGER OF THE YEAR 2003

TNT Asia Regional Office, Singapore

EMPLOYEE OF THE YEAR 2000

TNT Express Worldwide
Pasay City, Philippines

EMPLOYEE OF THE QUARTER 2002 (3RD QUARTER)

TNT Express Worldwide
Pasay City, Philippines

EMPLOYEE OF THE MONTH – AUGUST 2002

TNT Express Worldwide
Pasay City, Philippines

EMPLOYEE OF THE MONTH – APRIL 2000

TNT Express Worldwide
Pasay City, Philippines
