

Felix Marco Alforque

Business Systems & Automation Specialist · ERP System Analyst

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PROFILE

Business systems and automation specialist who works across ERP, IT service management and software development. I analyse why a business process keeps breaking, then fix it in the system rather than patching the symptom — through ERP configuration and support, service desk design, workflow automation, and web applications built around the workflow first. Four years spent inside real operations, implementing systems for clients and then living with one from the inside.

EXPERIENCE

ERP System Analyst

Eagle Cement Corporation · Manila, Philippines

JUNE 2024 – PRESENT

- Analyse ERP issues and support tickets, identifying the underlying process or system cause so the same problem stops recurring.
- Support key Ramco ERP modules across Sales, Procurement, Logistics, Inventory and Finance.
- Conduct testing and UAT for system changes and enhancements before they reach users.
- Maintain and improve ERP master data so transactions and reporting can be relied on.
- Work with business stakeholders to translate operational requirements into practical system improvements.
- Identify recurring issues and coordinate process, system and workflow improvements with technical teams and system providers.

Freshservice & ITSM administration

- Administer the company's Freshservice platform and overall ITSM configuration.
- Build service categories, service items, workflows, approvals, ticket assignment and SLA policies.
- Configure Freshservice AI, knowledge base, analytics and dashboards to improve service delivery and reporting.
- Continuously improve ticketing processes, automation, the service catalog and IT support workflows.

Business applications & digital solutions

- Gather requirements with Sales and Marketing and translate them into functional requirements for the company's system provider.
- Coordinate requirements and testing for retailer pinning, customer rewards and sales team geo-tracking solutions.
- Act as a bridge between business stakeholders and the provider so solutions align with the actual business process.

Microsoft 365 administration

- Support day-to-day Microsoft 365 administration, user access, configuration and troubleshooting.
- Assist employees with Microsoft 365 technical and productivity issues.

IT Support / ERP Implementation Specialist

Chase Technologies Corporation · Manila, Philippines

JUNE 2022 – MAY 2024

- Led and supported POS and ERP implementations for clients across various industries.
- Aligned each solution to how the client actually operated — the difference between a system that gets used and one that gets bypassed.
- Translated client requirements into technical specifications with the development team.
- Acted as liaison between clients, department heads and developers, keeping one version of the requirement.
- Handled configuration, testing, training and deployment through rollout.
- Stayed on after go-live for support, troubleshooting and improvement proposals based on field feedback.

CORE AREAS

ERP · Ramco ERP · Sales · Procurement · Logistics · Inventory · Finance · Freshservice · ITSM · Workflow automation · SLA · Service catalog · Microsoft 365 · Business analysis · UAT · Process improvement · Master data · System integration

SKILLS

Business systems	Ramco ERP · ERP support and analysis · Business process analysis · Testing and UAT · Master data · POS and ERP implementation
ITSM	Freshservice administration · Service catalog and service items · SLA configuration · Approval and incident workflows · ITSM dashboards and analytics · Ticket reduction initiatives
Automation	Workflow automation · Approval routing · System integrations · Dashboards and reporting · Process improvement
Development	HTML · CSS · JavaScript · Next.js · React · Node.js · Responsive UI · Progressive Web Apps · Web application development · Ecommerce
Data & platforms	MySQL · Prisma · Firebase · GitHub · Vercel · DirectAdmin · cPanel · EmailJS · Microsoft 365
Delivery	Deployment and hosting · Domain and SSL setup · DNS troubleshooting · SEO basics · Performance optimization · System troubleshooting

SELECTED PROJECTS

Fintra — Personal finance platform

Next.js · Firebase · PWA

One system for accounts, income, expenses, transfers, bills, subscriptions, budgets and goals, replacing the spreadsheet nobody updates. Installable on a phone, with an in-app AI assistant that answers questions about the user's own data.

fintra.xenotechsolution.com

MICLY — Karaoke platform

PWA · QR rooms · Multi-device

Multi-device party system: the TV runs the room, every phone is a remote. Guests join by QR with no install or account, then share one live queue.

miclykaraoke.online

PHMail — Disposable email service

PHP · MySQL

Sign-up-free temporary inbox where the address is the only credential — no account system to breach. Instant delivery, with a paid tier for longer retention.

phmail.space

Coffee Shop POS — POS and inventory system

Next.js · Prisma · MySQL · PWA

A counter has to keep selling when the connection drops. Offline-first POS covering sales, product management, inventory and reporting for small coffee shops.

Event Registration System — Registration and attendance platform

Registration · QR · Attendance

Replaces the sign-in sheet: attendees register once, receive a QR digital ID, and every scan writes straight into the attendance record.

Bollard Depot — Shopify ecommerce website

Shopify

Shopify ecommerce project handled personally.

bollarddepot.co.uk

EDUCATION

BS Information Technology
Our Lady of Lourdes College

2018 – 2022

Senior High School — Information and Communication Technology
Our Lady of Lourdes College

2016 – 2018

TRAINING & DEVELOPMENT

ITIL 4 training · Business Analytics with Excel · Python · Tableau · Power BI · SQL. Listed as training and learning exposure — not certifications.

FREELANCE & SERVICES

Open to freelance and part-time projects. Business systems and ERP support · Freshservice / ITSM configuration · Workflow and process automation · System integrations · Internal business tools and dashboards · Web application development · Progressive Web Apps · Business websites · POS and inventory systems · Ecommerce / Shopify work · Technical consulting.