

# RONALD PATRICK G. WENCESLAO

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## SUMMARY

Accomplished technology leader with 21+ years of experience in mobile application engineering, full-stack development, and technical operations. Proven ability to manage distributed teams, drive delivery discipline, and align technical roadmaps with business objectives. Expertise in Agile methodologies, CI/CD, DevOps, and a wide range of development technologies including iOS, Android, and Shopify. Adept at leading digital initiatives, optimizing eCommerce platforms, and implementing AI-assisted automation to enhance efficiency and support business growth. Dedicated to building high-performing teams and delivering practical solutions.

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## WORK EXPERIENCE

### Head of Technical Operations

*MyWaterFilter.com.au — My Water Filter Pty Ltd, Australia (Remote) | 07/2024 – Present*

- Presided over technical operations for an Australian eCommerce business, including Shopify storefront, WordPress, technical SEO, site performance, and platform stability.
- Engineered and maintained Shopify customizations, theme modifications, product data workflows, and storefront integrations.
- Initiated automation efforts using Google Apps Script, Zapier, Pabbly, and AI tools (Claude), significantly reducing manual operational effort across customer support, marketing, and fulfillment workflows.
- Administered and optimized the integrations stack, including Zendesk, Ontraport, Omnisend, Google Workspace, Google Analytics, Google Search Console, DNS, and marketing platform connections.
- Translated complex business requirements into pragmatic technical solutions across eCommerce, marketing, customer support, and operations.

### Senior Manager, Development

*Finastra, Manila, Philippines | 04/2019 – 06/2026*

- Orchestrated mobile application engineering delivery (iOS + Android) for enterprise financial technology products serving banks and financial institutions across over 130 countries.
- Directed distributed engineering teams across Manila and Bangalore, overseeing capacity planning, delivery governance, release coordination, and stakeholder communication across product, business, and technology functions.
- Provided subject-matter expertise for mobile application technologies, aligning technical delivery with business priorities and regulatory requirements for global banking clients.
- Spearheaded recruitment, retention, and team development to build and sustain high-performing engineering teams in competitive markets.
- Championed delivery discipline, structured decision-making, and continuous improvement across multiple parallel workstreams.

### Managing Director

*SME Nation Philippines | 03/2014 – 04/2019*

- Provided technology and business leadership for digital initiatives, client engagements, and operational strategy.
- Directed the planning, execution, and delivery of technology projects, ensuring alignment with business goals and stakeholder expectations across multiple industries and stacks.

### Head of IT

*Hoppler, Philippines | 04/2013 – 02/2019*

- Directed the complete software engineering lifecycle — design, development, QA, operations, and DevOps — for real estate technology products.
- Guided product development for web and mobile applications, managing roadmap planning, stakeholder coordination, and release delivery.
- Executed technology modernization initiatives (AngularJS, AWS, CI/CD), led change management, and implemented test automation and infrastructure enhancements.
- Managed budget, vendor relationships, contracts, investor reporting, and cross-functional stakeholder communications.

### **Product Development Manager**

*EYP.ph, Philippines | 05/2012 – 04/2013*

- Oversaw product development for web and mobile digital assets, researching local and global technology trends to drive product innovation and strategic partnerships.

### **Senior Product Officer**

*SMART Communications, Philippines | 08/2006 – 05/2012*

- Administered strategic partnerships, mobile internet initiatives, developer community programs, and app-store programs.
- Authored business cases for broadband, internet, and data products; conceptualized proprietary front-line operations software; and directed product analytics and reporting.

## **EDUCATION**

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**Master of Business Administration** — Ateneo Graduate School of Business

**B.S. Computer Science, Software Engineering** — iAcademy (2002 – 2006)

## **CERTIFICATIONS**

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**Anthropic Academy** — Claude Certifications (2026)

## **SKILLS**

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### **Mobile & Frontend**

iOS, Android, Kotlin, Java, Ionic, React, AngularJS, HTML, CSS, JavaScript, UI/UX

### **Cloud & DevOps**

AWS, Docker, Kubernetes, CI/CD, DevOps, Git, Infrastructure

### **Digital & eCommerce**

Technical SEO, A/B testing, Analytics, Google Search Console, Zendesk, Ontraport, Omnisend, Google Workspace, eCommerce operations

### **Backend & Platforms**

.NET, PHP, SQL, REST APIs, Microservices, Full-stack, Shopify, Liquid theme development, WordPress

### **Automation & AI**

Claude / LLM workflows, Google Apps Script, Zapier, Pabbly, Custom system integrations

### **Leadership & Strategy**

Team leadership, Recruitment & retention, Vendor management, Product strategy, Release management, Capacity planning, Stakeholder management, Agile delivery, Business continuity