Mark Joseph Balagtas
Software Developer

Pampanga, Philippines

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Professional Summary

- Highly motivated and resourceful software developer with over a year of experience in software development and maintenance.

- A problem solver with a strong focus on delivering effective solutions.

Professional Experience

- **Accenture Inc.** — Taguig City, Philippines
  Associate Software Engineer — *April 2022 - August 2023*
  - Played a pivotal role as a Level 2 Support Specialist in the maintenance and support of a critical middleware application used globally.
  - Provided comprehensive support for the middleware application, which is developed using Oracle SOA and Java for its services.
  - Resolved a wide range of issues related to the application, including change tickets, incident tickets, and request items tickets, raised by application users, developers, and testers.
  - Collaborated closely with cross-functional teams to identify, troubleshoot, and resolve complex technical issues within defined service level agreements (SLAs).
  - Deployed updates and enhancements to the software application, ensuring seamless functionality and performance improvements.
  - Monitored and assessed CPU utilization and server states, promptly taking corrective actions when necessary to maintain optimal application performance.
  - Contributed to the continuous improvement of support processes, helping streamline issue resolution and reduce downtime.

- **Traceserv** — Quezon City, Philippines
  Cadet Network Engineer — *April 2021 - September 2021*
  - Performed basic commissioning, troubleshooting, system testing, and hardware testing of Huawei equipment, including ATN910C and ATN910C-G.
  - Reported to the Globe Technology Network Operations Center for pre-validation and post-validation of voice and data.
  - Conducted equipment upgrades from ATN910B to ATN910C router series.

Education

- **Don Honorio Ventura State University** — Bacolor, Pampanga, Philippines
  Bachelor of Science in Electronics Engineering — *June 2015 - June 2020*

Additional Experience

- **Clients from UAE** — Remote
  Freelance Data Automation Specialist — *March 2023 - Present*
  - Managed end-to-end data processing for clients, including data input from txt files and generating output files based on client specifications.
  - Developed custom Python3 scripts using an object-oriented approach to automate data analysis tasks, improving efficiency and accuracy.
  - Created executable (.exe) applications using PyInstaller to run the Python scripts independently on various systems.
  - Integrated automated communication using WhatsApp to deliver output data to clients, enhancing real-time communication and client satisfaction.

- **Macrin.ph** — Makati City, Philippines

  Intern (IT) — *April 2019 - May 2019*
  - Developed and debugged software applications in an agile environment.
  - Participated in daily scrum meetings.

Projects

- **Flavorful Finds** — Domain: flavorfulfinds.xyz

  A recipe finder web application
  - A web app that allows users to search for recipes by ingredients or recipe title.
  - Features user account functionality for creating accounts, logging in, and storing favorite recipes.
  - Technologies used
    * Frontend: React, Chakra UI
    * Backend: Flask
    * Database: PostgreSQL, Excel
    * Containerization: Docker, Docker Compose
    * Web Servers: Nginx
    * Cloud Services: AWS (EC2, Route 53, S3)
    * Version Control: Git, Github

Certificates

- **Certificate Course in DevOps with Docker** — University of Helsinki

  devopswithdocker.com — *2023*

- **Certificate Course in CI/CD** — University of Helsinki

  fullstackopen.com/part11 — *2023*

- **Certificate Course in Java Programming I and Java Programming II** — University of Helsinki

  java-programming.mooc.fi/ — *2022*

- **Certificate Course in Fullstack Development** — University of Helsinki

  fullstackopen.com — *2021 - 2022*

Languages

- English - (Fluent)

- Tagalog - (Native)