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 April 2022 - August 2023

Associate Software Engineer

- 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.
- o 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

March 2023 - Present

Additional Experience

• Clients from UAE

Remote

Freelance Data Automation Specialist

- Managed end-to-end data processing for clients, including data input from txt files and generating output files based on client specifications.
- o Developed custom Python3 scripts using an object-oriented approach to automate data analysis tasks, improving efficiency and accuracy.
- o 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

Intern (IT)

Makati City, Philippines 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.

o 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)

 $\ast\,$ Version Control: Git, Github

CERTIFICATES

• Certificate Course in DevOps with Docker devopswithdocker.com	University of Helsinki 2023
• Certificate Course in CI/CD fullstackopen.com/part11	University of Helsinki 2023
• Certificate Course in Java Programming I and Java Programming II java-programming.mooc.fi/	University of Helsinki 2022
• Certificate Course in Fullstack Development fullstackopen.com	University of Helsinki 2021 - 2022

Languages

- English (Fluent)
- Tagalog (Native)