

NORHANI A. AYAON

Support Engineer

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Detail-oriented software engineer with a strong foundation in QA and backend development, seeking to transition into a Support Engineer role. Experienced in troubleshooting application issues, modifying APIs and configurations, and collaborating across Agile teams. Proficient in REST API testing, data validation, and issue resolution using Python and SQL. Eager to apply technical problem-solving skills to support and enhance customer-facing software systems.

SKILLS

Skills: Go, JavaScript, Python, HTML, CSS, PostgreSQL, MySQL, MongoDB, Postman, Linux, JIRA, Git, GitHub, Bash, NPM, Elasticsearch, Docker

Graphic Design Tools: Adobe Photoshop, Adobe Illustrator, Canva

Other Application: Microsoft Office, Excel, Calendly, Outlook, Filmora, CapCut, Visual Studio Code

WORK EXPERIENCE

Software Engineer/QA @NewstarsInc.

March 6, 2023 - April 21, 2025

- Involved in the following tasks on a daily basis: daily standups, conducting QA testing (using Selenium Python), completing tickets, submitting pull requests, code reviews and reporting bugs.
- Responsible for building microservices/APIs and background workers in Golang and PostgreSQL.
- Utilize Python for web scraping and data processing tasks using Pandas.
- Write unit tests and documentation for the APIs
- Support multinational team members from Philippines, Vietnam and Thailand.

Technical Support @Asenders Business Services

February 20, 2020 - November 2022

- Provided IT technical support, basic network configuration, domain set up, managing asset management system, active directory, troubleshooting of hardware and installation of software.

PROJECTS

Konek-To-Book - Capstone Project (2020-2022)

Advisor: Prof. Suhaina K. Tamano

Language: JavaScript

- A Library Management System of Institute of Science Education High School in MSU-MAIN Campus, Marawi City

Automated Point-of-Sales and Inventory Management System of S&S Grocery Store - Capstone Project (2017-2018)

Advisor: Prof. Johairah R. Isra

Language: Java

- An integrated system developed to streamline sales and inventory management processes for S&S Grocery Store. The solution automated transaction recording, inventory tracking, and sales reporting, improving operational efficiency and accuracy

TRAINING AND SEMINAR

DigitalJobPh Technical Training - Graphic Design with PSD and AI

July - September 2022

- Completed a comprehensive technical training program focused on graphic design, mastering Adobe Photoshop (PSD) and Adobe Illustrator (AI). Gained expertise in creating professional-quality graphics, visual content, and design projects.

How to be Cybersafe: Cybersecurity 101 for women and Girls

July - September 2022

- Participated in a specialized training program focused on cybersecurity awareness and best practices.

EDUCATIONAL BACKGROUND

Bachelor of Science - Information Technology (2018 - 2023)

Mindanao State University- Main Campus

- Dean's Lister, Recipient of DOST-SEI from Department of Science and Technology

Technical Vocational Livelihood - Information and Communication Technology strand (2016-2018)

Mindanao State University- Main Campus Senior High School

ELIGIBILITY

Civil Service Exam (CSE) Passer, CS Professional