

MICHAEL JEFFREY CELESTINO

Imus City, Philippines

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Education

Batangas State University-The National Engineering University

Bachelor of Science in Computer Engineering

Aug 2020 - Aug 2024

Batangas City, Philippines

Relevant Coursework

- Data Structures
- Algorithms Analysis
- Artificial Intelligence
- Technical Analysis
- Software Methodology
- Database Management
- Internet Technologies
- Customer Support

Work Experience

Oracle NetSuite - Associate Technical Support Engineer

Jan 2025 - Sept 2025

Ref: Loramae Villacorte - Tan

- Delivered technical support to global NetSuite customers by troubleshooting issues related to SuiteScript, SuiteFlow, Saved Searches, and system integrations (SOAP and REST).
- Analyzed and resolved support cases, ensuring timely resolution within SLT, and maintaining high customer satisfaction direct 1-on-1 communication via phone and video conferencing.
- Collaborated with product engineers and cross-functional teams to escalate and resolve complex issues, providing detailed case documentation and root cause analysis.
- Conducted knowledge-sharing by creating internal documentation and contributing to knowledge base articles to streamline case resolution for recurring issues.
- Utilized tools such as NetSuite SuiteAnswers, SuiteAnalytics, SQL, JavaScript, and API debugging tools for troubleshooting and problem resolution.

Schneider Electric Inc. - Vue.js Developer Intern

Feb 2024 - Jun 2024

Ref: Eng. Arrian Sese

- Designed and implemented admin role web pages for the company's skills certification system, improving usability and access control.
- Built an interactive global engagement portal with modern UI/UX practices, enhancing employee collaboration and engagement.
- Created an uploading web application for the company's welcome board system, leveraging Bootstrap for responsive design and user-friendly interaction.
- Explained system features and technical concepts to stakeholders before, during, and after development to ensure alignment, clarity, and satisfaction.

Projects

Flood Prediction System | *Vue Js, PHP, Python, MySQL, CSS, HTML*

May 2024

- Thesis project, a responsive web application predicts flooding of areas around Calumpang river, Batangas City.
- Integrated OpenWeatherMap API to provide 5-day weather forecasts, enhancing system efficiency.
- Integrated the machine learning model (Stacking Ensemble Approach) using Flask API hosted in pythonanywhere.com using Python programming.
- Used leaflet js map library tools for visualizing the spatial distribution of flood risks .

Technical Skills

Languages: Python, PHP, JavaScript, SQL, BootStrap, Tailwind CSS, React, Vue.js

Developer Tools: VS Code, FileZilla, MySQL, MSSQL Server, Hostinger, Postman, GitHub,

Others: NetSuite, SuiteScript, SuiteQL, SuiteAnalytics, Web Services Integration