
Jeryl Donato Estopace

Technical Support Engineer / Full Stack Developer

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SKILLS

NetSuite, JavaScript, HTML, CSS, Dart, Flutter, Firebase, Cloud Firestore, React, Redux, D3.js, Node.js, Helmet.js, Chai.js, Mongoose, MongoDB, MSSQL, GitHub, Visual Studio Code

EXPERIENCE

Oracle NetSuite (Philippines) Corporation - *Technical Support Engineer*

AUGUST 2017 - PRESENT, MAKATI CITY PHILIPPINES

- Manages all aspects of customer case submissions until resolution while providing high quality customer support through deep expertise of product portfolio. My average customer satisfaction rating is 4.5/5.0.
- Utilizes cross-functional team collaboration to solve difficult issues. Frequently collaborates with peers, account managers, professional services team, QA engineers, and product team. We always resolve U1 and U2 cases within the business day. For U3 cases we solve them most of the time within 3 - 7 business days.
- Publishes and updates Knowledge Base articles every month to improve our documentation and enhance customer experience. Also created New Feature Training videos about NetSuite that are published internally.

Teleperformance Philippines (SS&C Advent account) - *Senior Financial Software Specialist*

March 2015 - August 2017, TAGUIG CITY PHILIPPINES

- Managed all aspects of customer case submissions until resolution while providing high quality customer support through deep expertise of product portfolio. My average customer satisfaction rating was 4.5/5.0.
- Utilized cross-functional team collaboration to solve difficult issues. Frequently collaborated with peers, account managers, professional services team, QA engineers, and product team.
- Conducted training sessions about the different Financial Instruments, terminologies, and Financial Market practices, within the Manila office to enable our teammates to better understand our customers' business use cases.
- Published and updated Knowledge Base articles every month to improve our documentation.

JPMorgan & Chase Co. - *Fund Accounting Specialist*

NOVEMBER 2011 - MARCH 2015, TAGUIG CITY PHILIPPINES

- Contributed to the effective and efficient streamlining of the process flows to successfully migrate the EMEA Accounting Super Center - Segregated Funds in Manila, 3 weeks ahead of scheduled Go live.
- Efficiently handled cash and position reconciliation of segregated funds with futures securities exposure and effectively collaborated with the centralized services teams (i.e. trades team, income team, pricing team, etc.) which resulted on a consistent timely release of various NAV reports of more than 97 segregated funds every month.
- Trained new members of the team on how to investigate and clear Fund Accounting "breaks" which resulted in accurate release of reports.

EDUCATION

freeCodeCamp - *Full Stack, Developer Certification*

DECEMBER 2019 - MAY 2020

Upon completion of all six certificates: Responsive Web Design, Algorithms and Data Structures, Front End Libraries, Data Visualization, APIs and Microservices, Information Security and Quality Assurance, the freeCodeCamp Full Stack Development Program Certificate is issued. This final distinction signifies completion of approximately 1,800 hours of coding with exposure to a wide range of web development tools.

Here are the links to the challenges and projects I completed to earn the developer certification:

- <https://www.freecodecamp.org/jeryldev>
- <https://glitch.com/@JerylDEv/jeryl-estopaces-free-code-camp-projects>
- https://codepen.io/collection/DOMkkd?grid_type=list

University of the Philippines Open University - *Graduate Diploma in Computer Science*

SEPTEMBER 2018 - PRESENT

Laguna University - *Bachelor of Science in Accountancy*

JUNE 2007 - APRIL 2011

PERSONAL PROJECTS

On October 1, 2019, I delivered a talk in the [Flutter Philippines](#) community during the [Flutter Study Jam #2](#) titled "State Management in Flutter using Provider and BLoC".

In November 2019, I took a [1 week contractual work](#) under [LaQuest Inc](#) to train a group of developers from [DOST-PCHRD](#) about Dart and Flutter.

I create content and manage my own [YouTube channel](#) to teach programming.

You may visit my [portfolio website](#) for more information about my web and mobile projects, GitHub account, and other Social Media profiles.