**Experienced and Dynamic Software Engineer and Web Developer.**

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**Michael C. Ela**

**Career Summary and Skills**

* More than 17 years of failure/data analysis and programming experience.

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| **Technology** | **Experience** | **Expertise** |
| MS Excel, MS Access, VBA & VB Script | 17 Years |  |
| SQL, SSMS, SQL SERVER | 13 Years |  |
| C# .NET, VISUAL STUDIO | 8 Years |  |
| ASP .NET, CSS, HTML, XML, SOAP | 8 Years |  |
| JavaScript & jQuery | 8 Years |  |
| CA Process Automation | 5 years |  |
| MVC, Razor, JSON, AJAX, LINQ, Entity Framework, Bootstrap 4 | 5 Years |  |
| UNIX Bach and Windows Scripting | 4 Years |  |
| PowerShell, SSIS | 2 Years |  |
| Salesforce, APEX, Java, Visual Force, PHP, React, Node JS, SSRS | 1 Year |  |

* Part of **leadership team** for more than 16 years.
* Performed several technical and programming trainings to new and old team members.
* Good communication and interpersonal skills, interdependent, self-starter, self-motivated, requires less supervision, fast learner, technical person, value integrity, self-learner, team player, can stay cool and focus under pressure, have a good problem solving and analytical skills, can lead and manage a team.

**Achievements**

* **Received certificates of recognition for excellent performance and lasting contribution three times from the SYKES Executive Vice President and CIO.**
* Developed a user-friendly Service Catalog web application used for requesting services globally -EMEA, NORTH AMERICA, ASIA, CANADA and LATAM. It makes process auditing easy and dramatically speed up and improved the processes.
* Integrated Service Catalog database tables with Salesforce objects using Kingsoft, SQL Server and SSIS.
* Developed several **C# process automation** windows applications.
* Developed database and automation for Backup Exec Tape Backup Media Rotation. It updates the database for the status of media and then automates the process of media selection for pull out and loading to a backup library and media for long term storage.
* Developed Configuration Management (CMDB) report and update automation. – The automation extracts data from different application console files and database, analyses the data, compare data from the database, perform audits, generate and send reports to the CMDB team and keep the database up to date.
* Transformed and developed SYKES Service Desk Incident and Helpdesk auto reports from basic and simple reports to a more advance and complicated reports. New metrics for each SYKES Clients and Centers have been developed like the Mean time to Repair and First Touch Success. Developed also new Director level dashboard reports for each of SYKES Centers.
* Developed more than120 programs - alert systems, automation tools and reports using Visual Basic for Application and macros for Excel, Access and Outlook, MS SQL Server T-SQL queries, stored procedures, UDFs and VB scripts. Saved a lot of manager’s time in generating the reports they need. Makes the manager more effective in handling Service level agreement, in managing tickets and task and in manpower allocation.
* Developed online query tool that helps the end user to generate ad hoc reports. Saves a lot of time requesting reports and gives more time for the report writer to focus on more important tasks. Developed also online real-time monitoring tool. This helps Global Service Associates to commit fewer errors and monitor their productivity in real time.
* First Fujitsu Engineer trained for Hard disk Drive Test Schedule Development in Yamagata Japan. A new team was formed and led by me for test schedule development in the Philippines.
* Developed Test Schedule Script Editor in Excel. It can edit multiple HDD test schedule UNIX scripts.
* Created an Excel and VBA based level 1 auto diagnosis program. Automates most of the diagnosis job of diagnosis 1 operators. Increased the productivity and accuracy of Diagnosis 1.0 process.
* Created an Excel automation for Visual Inspection, Diagnosis 1 and reports generation.

**Professional History**

**Software Engineer, Global IT for Sykes Enterprise Inc. (Job Grade 14) - Jan 2017 to Present**

* Developed Service Catalog Web Application used by SYKES Employee Globally.
* Developed Service Catalog tables and Salesforce objects integration using SQL Server, SSIS and Kingsoft application.
* Developed C# process automation applications.
* Developed and continuously improve the Configuration Management (CMDB) report and update automation. – The automation extracts data from different application console files and database, analyses the data, compare data from the database, perform audits, generate and send reports to the CMDB team and keep the database up to date. Did the same for Tape backup media rotation management.
* Designed and developed process automation using CA Process Automation.
* Developed Windows and UNIX scripting training modules for Data Processing Operations Team. Assisted them in creating and debugging UNIX Scripts needed on their day to day operation or as requested by the client.

**Report Writer and Database Analyst, Global IT for Sykes Enterprise Inc. (Job Grade 13) - Jun 10, 2007 to Dec 2016.**

* Developed and manage Configuration Management (CMDB) report and update automation. Did the same for Tape backup media rotation management.
* Designed and developed process automation using CA Process Automation.
* Developed Windows and UNIX scripting training modules for Data Processing Operations Team. Assisted them in creating and debugging UNIX Scripts needed on their day to day operation or as requested by the client.
* Creating management reports that improve the SYKES Service Desk Center ability to monitor workload and special procedures. Spend time or listen to concerns of management and transform the concerns into meaningful reports and make certain management understand the report and how to effectively use it.
* Key player in the development and updates of Sykes Configuration Management Data (CMDB) for Global IT.
* Perform data analysis, report development and automation using SQL Server Transact SQL queries, user defined functions and stored procedures, and MS Access and Excel queries, macros and visual basic for application.
* Develop, manage and maintain reports automation tools and metrics reports for SYKES obal IT Centers and Departments Infrastructure, Helpdesk and DP Operations (EMEA, LATAMS, US, APAC, INDIA, AUSTRALIA, and CANADA).
* Communicate with Global IT Engineers, Managers and Directors regarding their reporting needs and concerns.
* Developed and Manage Online Reporting Website using ASP .NET 2 and C# and SQL Server reporting services (SSRS).

**Test Schedule Development and Failure Analysis Engineer, Quality Assurance Section, Engineering Department for FCPP, Fujitsu Limited - April 1, 2002– March 30, 2007.**

* Developed a lot of automation programs and tools using VB, VBA, SQL, FTP and Unix Script for HDD test result to automate data analysis and reports.
* Performed HDD Linux Based Test Schedule Script Editing, HDD Test schedule trial, Implementation and Management.
* Performed a lot of HDD Data characteristics analysis, failure analysis, HDD evaluation and investigation. Was able to find the root cause and lessen top hard disk test errors.
* Led a team of Engineers for Test Schedule Development and a team of Engineers for Product Verification Test and Evaluations.
* **Trained in Yamagata Japan twice** (8 months and 1 week) in advance and new model hard disk drive data analysis and test schedule development and product verification test and evaluation.

**HDD PCBA Diagnosis Engineer, Quality Assurance Section, Engineering Department Engineering Department for FCPP, Fujitsu Limited – August 10, 1999– March 30, 2002.**

* Developed programs and tools using VB, VBA, for process automation, data analysis and reports.
* Led and managed 2 teams of diagnosis operators and technicians.
* Performed PCBA failure analysis and produced investigation reports.
* Performed audit and review of process for improvement.
* Produced Inventory Depletion Plan, Workload and Inventory monitoring.
* Managed and Trained PCBA Diagnosis Technicians (8) and Operators (20+).
* In charged of manpower and resources allocation, training and development.

**Personal Effectiveness and Technical Training**

* Bootstrap 4 for Developer, Entity Framework In depth, ASP NET MVC 5, Web Developer Bootcamp, Practical LINQ, Automated Testing, SCRUM Basic and Advance (Trainings taken from LinkedIn Learning, Pluralsight and Udemy).
* UX/UI Front End Development, React Native Mobile Dev, Software Quality for SME.
* **Change Management Training (3 days with Sykes Change Management Expert).**
* SYKES Continues Improvement Training (SCIT) – about data and root cause analysis, process improvement and problem-solving tools.
* 24 hours of Conversational English Lessons (American English Learning Center Inc.)
* **7 Habits of Highly Effective People (3 Days at Sykes)**
* 1 Year membership with Toastmasters International (Delivered public speaking speeches)
* 1 Week Speech Workshop conducted by Sykes English Department
* Effective Business Writing Training (25 Hours Lecture and Activities)
* US and EMEA Culture Training (5 Hours Lecture)
* SYKES CORE SKILL Training (Effective Communication Training – 3 Weeks Training and Activities).
* One Week Product Verification Test and Advance Data Analysis for Fujitsu New Model HDD at Yamagata, Japan.
* Eight Months Data Analysis and Test Processes and Schedule Script Editing Training for Hard Disk Drive at Yamagata, Japan.
* And many more online courses.

**Educational Background**

**B.S. in Computer Engineering (Apr 1994 – Apr 1999) at Adamson University Ermita, Manila Philippines.**

* Graduated among top 20 graduating students.
* Top 7 Dean’s list students during the 1st Semester of 4th year college level.