

RALPH GERARD MAGAT

JR. FULL STACK WEB DEVELOPER

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Caloocan City, Philippines 

PROFILE OVERVIEW

With years of experience in IT management, cloud computing, and web development, I am a highly motivated and dedicated technology professional. I consider myself highly adaptable to new technologies, always eager to explore innovative solutions and enhance my skill set. My strong willingness to learn allows me to quickly grasp new concepts and effectively contribute to any team. I believe in fostering a dynamic and open work environment by maintaining transparency and honesty with my colleagues. By embracing collaboration and clear communication, I strive to build strong, trust-based relationships that lead to more efficient teamwork and successful project outcomes.

EDUCATION

Full Stack Web Development Program

Uplift Code Camp (Remote Bootcamp)

July 2024 - Dec. 2024

Bachelor of Engineering Technology Major in Computer Engineering Technology

Technological University of the Philippines

2018-2022

EXPERIENCE AND SKILLS

Jr. Full Stack Web Developer

ClearSource BPO 2024-Present

Process Automation

- Transition an MS Power Automate web app to the FreshService ticketing system.
- Apply automation for FreshService ticketing system request items for other departments to also receive the request.
- Automate the MS Azure account creation via a service request in FreshService ticketing system.

Robotic Process Automation

- Used **MS Power Automate Desktop** to automate certain company tool that has no available API.

Project Management

- Taking part to communicate with project stakeholders, such as presenting updates and suggesting process optimization.
- Construct and estimate a project timeline, and help ensure it is being adhered.
- Assist with troubleshooting issues and debugging to agent concerns.

Practiced Skills

- MS Power Automate Cloud and Desktop
- FreshService Ticketing System
- MERN Tech Stack

AWS Junior Developer

ClearSource BPO 2023-2024

Project Management

- Creation of Change Management Request and Methods of Procedure documentation.
- Performing User Acceptance Testing and Knowledge Transfer.
- Collaborate to produce User Guide and Technical documentation.

Projects Collaborated

- Collaborate to develop an application for the automated process of employee movement using MS Power Apps Canvas and MS Power Automate.
- Collaborate to develop the frontend of a custom web application knowledge based generative AI search engine tool for specific line of business.

- Participate in designing and implementing the frontend of a custom web app for an agents telephony tool. Has experience and collaborated with a team to use **AWS CodeCommit** for version control, for hosting we have **AWS Amplify**, for leads storage we have used **AWS DynamoDB**, for automations we have **AWS Lambda**, for telephony service we have used **AWS Connect**, for API creation we have **AWS API Gateway**. I also worked with **AWS IAM**.
- Participate to develop new feature for a web application.
- Collaborate to automate onboarding and offboarding process in Freshservice Automation.

Practiced Skills

- Global Information Tracker (GIT)
- AWS Cloud Services and Administration

Jr. IT Administrator

ClearSource BPO 2022-2023

Helpdesk Support Administration

- Serves as a the first point of contact for agents/employees seeking technical assistance over the ticketing system.
- Provide onsite workstation technical support.
- Preparing, configuration and testing of company assets to be deployed.
- Maintaining proper group assignment in **TrendMicro**.

Microsoft Tools Administration

- Create, update, and maintain user profiles in **MS Azure AD/MS Entra ID** ensuring they are in the right user and device groups.
- **MS Office Tools** license assignment, administration, and troubleshooting.

Project Participation and Accomplishment

- Participate in collecting evidences for **PCI DSS Compliance** and **SOC2 Compliance** (2022).
- Participate in collecting evidences for **PCI DSS Compliance** and **SOC2 Compliance** (2023).
- Received relevant training in **ITILv4**.

Practiced Skills

- Microsoft User and Tools Administration
- Communication Skills
- Technical and Troubleshooting Skills
- ITIL processes