

Sharlaine Mae Tungala

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Computer Technician – Software Support

- Identify, analyze, develop, implement, verify and document the requirements for a computing environment.
- Contribute to the diagnostics, troubleshooting, documenting and monitoring of technical problems using appropriate methodologies and tools.
- Implement robust computing system solutions through validation testing that aligns with industry best practices.
- Communicate and collaborate with team members and stakeholders to ensure effective working relationships.
- Apply project management principles and tools when working on projects within a computing environment.
- Assist with the implementation of computer systems and cloud solutions.
- Install, configure, troubleshoot, maintain, upgrade and decommission computing system infrastructures.

WORK EXPERIENCE

Telus International Philippines, Inc. | Business Process Analyst II October 2022 – August 2023

- Supported Operations Team with identifying business process gaps and opportunities for Lean Six Sigma project execution resulting in improved performance
- Conducted assessments on the business processes documented by the account ensuring correct execution
- Presented findings and clarifications on the business processes documented
- Supported the account on the creation of action plans

Accenture Inc., Philippines | Associate Software Engineer March 2021 – September 2022

- Developed new features or products for an area of platform working alongside with the Development Team by analyzing raw data, suggesting process improvements, and troubleshooting
- Utilized SAP BW / BI Modeling and Development to maintain and enhance current features and functionalities
- Fixed and investigated bugs in the system - Knowledgeable in different Technologies (Blockchain, Cloud, Automation) and Programming Languages (Python, Java, C++, Visual Basic)

Taiyo Yuden Philippines, Inc., Philippines | Product Engineer July 2019 – February 2021

- Investigated non-conformities to identify root cause using Six Sigma, 8D, PDCA, DMAIC, and RCA tools; prepared reports to yield improvement activities
- Prepared and evaluated Process Improvement Activities as well as evaluated new product set up and item expansion
- Conducted and attended meetings in relation to improvement related activities

Additional Work Experience

Mandarin Restaurant, Hamilton, ON | Hostess/Phone Operator September 2023 – Present

EDUCATION

Mohawk College of Applied Arts and Technology, Hamilton, ON September 2023 – April 2025
Computer Systems Technician – Software Support

Cebu Institute of Technology – University, Cebu, Philippines November 2016 – October 2018
Bachelors of Science - Chemical Engineering