

# Gerald Mico S. Facistol

Packaged Application Senior Systems Analyst

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## EXPERIENCE

### Accenture, Philippines — *Packaged Application Sr. Systems Analyst*

May 2022 - PRESENT

#### Packaged App Development Senior Analyst | L3 Support Lead

As an experienced Senior Analyst in Packaged Application Development, I act as the lead for L3 Support, managing and resolving complex incidents and issues raised via **ServiceNow**. I work closely with cross-functional teams to ensure the successful design, development, and deployment of applications, while maintaining system integrity and performance.

- Collaborate with stakeholders to define, review, and validate requirements and use cases, ensuring alignment with business objectives and technical feasibility.
- Design and develop scalable applications that meet both business process and technical requirements, optimizing for efficiency and user experience.
- Lead the configuration, build, and testing of application and technical architecture components, ensuring quality and adherence to specifications.
- Drive the transition of design concepts to development teams, overseeing code reviews, and ensuring the smooth handoff of application components to testing teams.
- Troubleshoot and resolve complex defects and performance issues identified during testing, ensuring high-quality deliverables.
- Develop comprehensive technical and functional documentation, including end-user operational guides, to support application deployment and ongoing system maintenance.

### Concentrix (CVG), Philippines — *Technical Advisor*

September 2021 - May 2022

#### Technical Advisor – QuickBooks Online

As a Technical Advisor for QuickBooks Online, I provide expert guidance and support to clients, addressing product-specific inquiries and ensuring seamless integration and functionality across various accounting processes.

## SKILLS

### Technical Skills:

#### 1. Programming Languages:

- PHP
- C#
- Node JS
- JavaScript
- HTML/CSS
- SQL (MySQL, MariaDB)

#### 2. Web Development & Design:

- Web Development (Front-end and Back-end)
- Web Design (UI/UX principles)
- RESTful API Development & Integration
- Responsive Design (Bootstrap, CSS Frameworks)
- Content Management Systems (WordPress)
- Web Performance Optimization

#### 3. Database Management:

- Database Design & Management
- Cloud Databases (MariaDB, MySQL)
- Database Migration (Cloud/On-prem)
- Data Integration

- Provide specialized payroll management assistance to clients, helping them efficiently track and manage employee compensation and benefits.
- Facilitate bank integration for clients, ensuring smooth and secure connection of their financial institutions to the QuickBooks system for real-time data syncing.
- Guide clients through the bank reconciliation process, offering step-by-step assistance to ensure accurate and timely reconciliation of their bank statements.
- Support clients in creating and setting up their QuickBooks Online accounts, providing clear instructions and troubleshooting any issues during the setup process.
- Lead record migration efforts, assisting clients in transferring their financial data from previous QuickBooks providers, ensuring data integrity and continuity.

## Unlimited Network of Opportunities, Philippines— *IT Auditor / Lead Web Developer*

Jan 2020 - Aug 2021

### **I.T Auditor / Lead Web Developer**

As an I.T Auditor and Lead Web Developer, I played a pivotal role in system integration, database migration, and cloud storage solutions, driving operational efficiency and optimizing internal and external systems for distributors and clients.

- Spearheaded the development and integration of internal systems, ensuring seamless connectivity and functionality across various platforms.
- Led the migration of legacy databases to cloud-based environments, improving data accessibility, security, and scalability.
- Designed and implemented custom cloud storage solutions, creating a system-specific cloud infrastructure to manage large data sets effectively.
- Managed both internal and external system development projects for distributors and clients, delivering high-performance and user-friendly applications.
- Provided ongoing system maintenance and updates, ensuring smooth operations and quick resolution of technical issues.

- SQL Query Optimization
- Backup & Recovery Procedures

#### **4. Cloud Technologies:**

- Cloud Storage Solutions
- Cloud Hosting & Deployment (Hostinger, Godaddy, Hostgator, Azure)

#### **5. Version Control & Collaboration:**

- Git, GitHub
- Azure DevOps
- Agile/Scrum Methodology

#### **6. Testing & Debugging:**

- Debugging & Code Review
- Continuous Integration (CI/CD)
- Performance Testing

### **Soft Skills:**

#### **1. Project Management:**

- Project Planning & Coordination
- Agile and Waterfall Methodologies
- Task Prioritization and Scheduling

#### **2. Team Leadership**

- Mentoring & Training Junior Developers
- Conflict Resolution & Problem Solving

#### **3. Client & User Experience:**

- Requirements Gathering and Analysis
- System Integration & Testing
- Technical Support and

## **Dominican College | Santa Rosa, Philippines— College Instructor**

Jan 2020 - Aug 2021

### **College Instructor**

As a College Instructor, I facilitated the development of foundational technical skills in students, covering key areas of web programming, web design, and game development. I provided a dynamic learning environment to equip students with the tools and knowledge needed for real-world application.

- Instructed students in introductory web programming using PHP, focusing on developing strong coding skills and an understanding of server-side scripting.
- Delivered comprehensive lessons in web design, teaching students the principles of creating visually appealing, user-friendly websites with an emphasis on HTML, CSS, and design best practices.
- Taught game development using C# within the Unity engine, guiding students through the creation of interactive games and applications, from concept to execution.
- Fostered a hands-on, interactive learning atmosphere, ensuring students gained practical experience and a deep understanding of core programming concepts.

Troubleshooting

- Documentation (Technical & End-user)

#### **4. Analytical Skills:**

- Critical Thinking & Problem Solving
- Data Analysis and Reporting
- Process Improvement and Optimization

#### **5. Adaptability:**

- Ability to Learn New Technologies Quickly
- Adaptability to Changing Client/Project Needs

## **EDUCATION**

### **Manuel L. Quezon University, Philippines — Bachelor of Science in Information Systems**

2012 - 2016

### **Manuel L. Quezon University, Philippines — Associate in Computer Programming**

2012 - 2015

### **Quirino High School, Philippines — Secondary Education (HighSchool)**

2008 - 2012

### **Krus Na Ligas Elementary School, Philippines — Primary Education (Elementary)**

2002 - 2008

