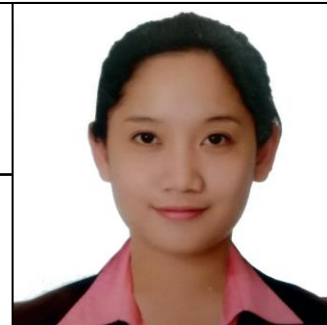


YASMIN NICOLE BARRIENTOS

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Objective

I am an enthusiastic and dynamic person seeking for career growth in Software Development. Work with a team that provides a way for users to have better experience with their roles by developing Software that leverage their output. Although a team player, I can confidently go over tasks by myself. I devote myself in learning the responsibilities handed to me and my team enough to gain mutual success to the organization, team and myself as well.

Educational Background

Cavite State University Don Severino delas Alas Campus Indang, Cavite	BS Information Technology 2008-2012
Dasmariñas National High School	Secondary Education 2004-2008

Work Experience

IBM Solutions Delivery Inc. October 2012 – Present	Level 2 Software Support Engineer IBM Notes Client Team - Product Area Expert in IBM Notes Client Install - Product Area Expert in Workstation Security
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- Remote Technical support of IBM Notes software and solutions
- Have thorough understanding of the product to collaborate and utilize resources to provide customers with technical support, root cause analysis and resolution
- Provide resolution or workarounds for customers based on customer requirement
- Create Technotes (Troubleshooting Document) that IBM publishes for customers to access over the web. This includes Troubleshooting, Solutions, FAQs and known Bugs about the product
- Document tests, troubleshooting, research and investigation of bugs or feature requests for IBM Notes to create SPRs (Software Problem Reports) and Enhancement Request
- Collaborate with the Development team to work on bugs or enhancement requests
- As a Member of Product Area Expert on Lotus Notes 8.x, 8.5.x and IBM Notes Version 9.0.x for Windows and Mac, provide the next level troubleshooting steps and recommendation to peers once the initial troubleshooting resources have been exhausted.
- As a Product Area Expert, help Train new members of the team in the Install and Workstation Security.

Skills and Capabilities

Applications	IBM Notes
Server	IBM Domino
Programming Languages	Java, HTML, JavaScript, AJAX
Database	MySQL
Operating Systems	Windows
Communication Skills	Professional Working Proficiency in oral and written English
Certifications	IBM Certified Systems Administrator – Notes and Domino 8.5 IBM Certified Systems Administrator – Notes and Domino 9.0 IBM Certified Advanced Systems Administrator – Notes and Domino 9.0

Skills and Capabilities

Carmina Yumul - yumulcs@ph.ibm.com Team Lead	Ronaldo Filoteo - filoters@ph.ibm.com Notes Crash Area Expert
Cerlina Aragon - aragoncd@ph.ibm.com First Line Manager	Linor Galang - linor.galang@ph.ibm.com First Line Manger
Mariel Gonzaga - gonzagmn@ph.ibm.com Team Lead/Duty Manager	Maureen Sorreta - sorretmk@ph.ibm.com Duty Manager