

Zachary See Go

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Work Experience

**WeServ Systems International, Inc.
Application System Engineer/ Consultant****Software Company
March 2021 – Present**

Software: C#, Java, Microsoft SQL, Oracle, PostgreSQL, ASP.net, HTML, CSS, and JavaScript.

- Develop functions for clients based on client's design and specifications.
- Create SQL scripts to update clients Database.
- Do Root Cause Analysis for errors encountered by the client.
- Discussed issues with team members regarding problems encounter during code tracing, data import and developing functions.
- Create tools to speed up importing data from clients to local database.
- Improve tools that will create scripts needed for data requests from clients.
- Conduct knowledge transfer to fellow teammates.

**Cerenimbus Inc.
Software Developer****Software Company
February 2016 – February 2021**

Software: C#, Java, Microsoft SQL, MySQL, LiveCode, HTML, CSS, JavaScript, Angular, ASP.net, and PHP.

- Collaborated with project managers to plan on developing new updates and fixes.
- Handle a small group of developers.
- Do daily scrum meetings with client and give report about problems encountered and current work status and of my team.
- Create build for every change in the system and upload it to our server.
- Updated old code bases to modern development standards, improving functionality.
- Discussed issues with team members to provide resolution and apply best practices.
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs, and enhancements.
- Discuss with teammates in other projects regarding issues encounter and knowledge gain from each of our project.
- Developing applications for clients using different languages depends on the client's choice.
- Bug Fix, Maintain, upgrade client's system to meet client's need.
- Self-study computer languages used by the client.
- Conduct training for fellow teammates and at schools during our company recruitment drive.
- Took the HIPAA (Health Insurance Portability and Accountability) training and certification which was a requirement for working with medical records.

Alorica (Seasonal Account)
Customer Service Representative

Call Center
January 2016 – February 2016

FTD (ProFlowers)

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered constant flow of customer calls with minimal wait times.
- Responded to customer requests for products, services, and company information.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Handle customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handle concerns quickly and escalated serious issues to supervisor.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Processed customer service orders promptly to increase customer satisfaction.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Provided excellent customer care by responding to requests, assisting with product selection, and handling ordering functions.
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Educated customers about billing, payment processing and support policies and procedures.
- Maintained up-to-date knowledge of product and service changes.
- Reached out to customers after completed sales to suggest additional service or product purchases.

Tech Mahindra (Contractual)
Customer Service Representative

Call Center
September 2015 – January 2016

United Health Care

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered constant flow of customer calls with minimal wait times.
- Responded to customer requests for products, services, and company information.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Handle customer inquiries and suggestions courteously and professionally.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management.
- Took the HIPAA (Health Insurance Portability and Accountability) Training and Certification which was a requirement for working with health insurance.

**AXA Philippines
Unit Head (Manager)**

**Life Insurance and Investment Company
March 2010 – May 2015**

- Recruited, hired, and trained initial personnel.
- Managed sales, marketing, and customer account operations efficiently.
- Reported issues to higher management with detail.
- Trained and guided team members to maintain high productivity and performance metrics.
- Conduct Joint Field Work with agents.
- Conduct Financial Education Seminar.
- Conduct Insurance Licensure Exam Training.
- Identified and qualified customer needs and negotiated and closed the sale.
- Interacted well with customers to build connections and nurture relationships.
- Observed each agent's individual strengths and initiated mentoring program to improve areas of weakness.
- Implemented innovative programs to increase agent loyalty and reduce turnover.
- Cultivated and strengthened lasting client relationships using strong issue resolution and dynamic communication skills.
- Trained new agent on proper protocols and customer service standards.
- Handled problematic customers and clients to assist agents and maintain excellent customer service.
- Give Advice to clients on how to create provisions for income protection, Children's Education, Medical, Retirements and Investments.

**Convergys
Technical / Customer Support Associate**

**Call Center
October 2009 – March 2010**

- Answered product and service questions, suggesting other offerings to attract potential customers.
- Responded to customer requests for products, services, and company information.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Demonstrated computer skills for data entry and answered broad variety of inquiries.
- Researched products for customer inquiries, product descriptions and specifications.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Leveraged sales expertise to promote products and capitalize on upsell opportunities.
- Answered constant flow of customer calls with minimal wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Updated account information to maintain customer records.
- Processed customer service orders promptly to increase customer satisfaction.
- Tracked customer service cases and updated service software with customer information.
- Actively listened to customers, handle concerns quickly and escalated major issues to supervisor.
- Participated in team meetings and training sessions to stay informed about product updates and changes.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Handle customer inquiries and suggestions courteously and professionally.
- Assist Technician in Provisioning Comcast Digital Phone.

**Pru Life U.K.
Financial Consultant (Insurance Agent)**

**Life Insurance Company
February 2008 – September 2009**

- Look for prospects that need financial protection.
- Survey and listen to prospects need.
- Educate people on the importance of insurance, savings, and investments.
- Introduce the company to prospects.
- Assist Clients on their policy application requirements.
- Collect Premiums.
- Update Clients on the insurance coverage and introduce new products to clients.
- Strengthened communication skills through regular interactions with others.
- Developed and maintained courteous and effective working relationships.
- Proven ability to learn quickly and adapt to new situations.
- Organized and detail-oriented with a strong work ethic.
- Paid attention to detail while completing assignments.
- Proved successful working within tight deadlines and a fast-paced environment.
- Cultivated people skills by building positive relationships with others.
- Excellent communication skills, both verbal and written.
- Applied effective time management techniques to meet tight deadlines.
- Demonstrated a high level of initiative and creativity while tackling difficult tasks.
- Identified issues, analyzed information and provided solutions to problems.
- Delivered services to customer locations within specific timeframes.
- Managed time efficiently in order to complete all tasks within deadlines.
- Demonstrated respect, friendliness and willingness to help wherever needed.

**Central Lumber Corporation
IT Manager**

**Construction Supplies
September 2004 – January 31, 2009**

Hardware: Client Server

Software: Visual FoxPro, Microsoft SQL

- Manage 5 Programmers, 2 Technical Support Staff, and 5 Data Controllers
- Train Programmers about ERP and how to read and write code in Visual FoxPro.
- Train Programmers and Technical Support staff on system flows and data handling.
- Train support staff on how to build, repaired and installed computer-related hardware based on deployment procedures.
- Oversaw IT department operations and training.
- Conferred with board member to advise and plan for short-term and long-term IT system upgrade needs.
- Gather and document information from users on how to improve the current system.
- Conduct research on new application tools that will be needed by the company.
- Modify existing programs when changes and/or enhancements are warranted.
- Continuously test and locate bugs in the system.
- Documents all incidents and bugs in the fixes.
- Perform daily data recovery whenever data is corrupted.
- Create applications that will generate monthly sales reports and item movements for the sales managers.
- Prepare and present proposals to the board members on future systems plans.
- Conduct training seminars for users on new functions.
- Design and upgrade company's Network Infrastructure
- Managed network and system performance, conducting troubleshooting, and maintenance.

- Oversaw daily performance of computer systems and immediately responded to issues to keep network up and running.
- Collaborated with other departments to help meet IT needs and properly integrate and secure systems.
- Demonstrated familiarity with latest hardware, software, and networking technology.
- Coordinated IT operations activities to deliver smooth flow of daily business needs.
- Assisted in development of long-term strategies to grow department and resources.
- Coordinated technical training and personal development classes for staff members.
- Customized and repaired technology based on staff requests.
- Interacted and negotiated with vendors, outsourcers and contractors to secure products and services.
- Oversaw development and implementation of improvements to support and network operations.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Communicated regularly with users concerning the system.
- Supported implementation of warehouse management system software applications to enable centralized management of tasks.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Played key role in network design to improve performance and reduce data problems.

AccountMate, Inc. – Philippines
Software Engineer

Software House
July 2003 – September 2004

Hardware: Client Server.

Software: Visual FoxPro, Microsoft SQL, and Crystal Report

- Update and maintained Technical Documents and User Manual for different Software version.
- Involved in the development of Visual AccountMate 604i, an accounting Software with Inventory System using Visual FoxPro as its front-end interface, Microsoft SQL as its backend database, and Crystal Report for its Reports.
- Test new systems for Quality Assurance.
- Maintains and Fix Bugs in existing software.
- Do daily source code backup.

Metro Electronics Center
Proprietor

Electronics wholesale and retail store
January 1999 – July 2003

- Grew business by developing business plans, and obtaining initial investments.
- Entered income and expense details into business databases to track purchases and address variances.
- Provided customer service on accounts and resolved problems.
- Study market to determine optimal pricing of goods and capitalize on emerging opportunities.
- Prepared annual budgets with controls to prevent overages.
- Evaluated suppliers to maintain cost controls and improve operations.
- Developed and managed relationships with vendors and suppliers.

**Institute of Advanced Computer Technology
Analyst/Programmer**

**Software House
November 1996 – June 1998**

Andersen Consulting (Accenture)

Hardware: Mainframe.

Software: CICS, COBOL, DB2, MVS, JCL, ISPF, ChangeMan, Xpediter.

- Maintains and update current systems to meet client requests. Modify modules into Year 2000 Compliant.
- Perform Component test and Assembly test for reliability in current dates and Year 2000 dates.
- Developed Programs for date transformation.

SGV and Co.

Andersen Consulting

Hardware: Client Server.

Software: CICS, COBOL, Excel

- Team Leader, handle 5 programmers.
- Train and guide programmers.
- Report to user and management for any issues encountered.
- Discuss with client on system enhancement and solutions to problem encountered.
- Maintains and update current systems to meet client requests.
- In-charge Analyst Programmer of
 - Staff Advances, Fixed Assets, Personnel Report, Leaves System, Account Receivable
 - System, Client Engagement, General Ledger, Cash Receipts, Cash Book (General Journal).
- Modified Systems to adopt SGV's Accounts Payable System Data
 - Systems Effected: General Ledger, Cash Disbursement, Cash Book (General Journal).

**Microchips Inc.
Part-time Instructor / Programmer**

**Institution and Computer Retailer
1992 - 1996**

Instructor

Handles course like DOS, dBase, FoxBASE+, Clipper, and Pascal

Teaches programming techniques.

Programmer

Generate programs for clients.

Generate utility programs like virus-checking, and disk utilities.

Educational Attainment

Graduated Bachelor of Science in Computer Engineering at the University of San Carlos on March 1996

Trainings and Seminars

Singapura Academy & Consultancy Services (SACS) SAP Business One 9.0 Professional Training	June 2015-February 2016
Institute of Advance Computer Technology (I/Act) Introduction to Local Area Network Relational Database. Modeling and Design ANSI C Programming Microsoft Access	February 1997 - June 1997
BPI Information Systems Institute Fundamental of Computer Systems Programming Fundamentals COBOL Fundamentals Advanced COBOL Programming MVS Fundamentals VSAM Concepts, CICS Programming	June 1996 – October 1996
Microchips Inc. Disk Operating System Turbo Pascal	December 1992
Cebu Digital Horizon Inc. Turbo C	April 1991 – June 1991

Skills

Computer programming languages:

C#, Angular, JavaScript, MS SQL, MySQL, LiveCode, JAVA, Visual FoxPro, CICS, COBOL, DB2, Assembly, C++, C, Pascal, Clipper, FoxPro for DOS, FoxBase, dBase, and Basic

Computer Operating Systems, Utilities, and others:

SAP Business One 9.0, VMware, Microsoft Windows (3.1, 95, 98, XP, 7, 8.1, 10), Local Area Network, Norton Utilities, MVS, JCL, ISPF, ChangeMan, Xpediter, DOS, PCTools, WordStar, Word Perfect, MS Word, MS Excel, MS Works, MS Access, and Crystal Report

Special Skills:

Designs programs and electronic circuits for school projects, work, personal utilities, and other projects. Knowledge in Data Structures