



PERSONAL BACKGROUND

Detail-focused and result-oriented IT professional with extensive knowledge in troubleshooting IT-related issues and software testing. Highly motivated individual who constantly go above and beyond to continuously improve the process.

AREAS OF EXPERTISE

CISCO Basics
Ticketing System (OS Ticket)
Programming Language (C++, Flowc, Arduino, Visual Basic, Python, Java, Spring boot)
JS Node, Java Script, Tailwind, CSS, HTML
Network Configuration
Active Directory

GET IN TOUCH WITH ME

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ALJAY PASCUAL

JAVA DEVELOPER

https://aljaaaymp.github.io/aljay_pascual/

WORK EXPERIENCE

Junior Java Developer

*Norima Consulting Inc. |
May 2022 - Present | Junior Java Developer
Dasmariñas, Cavite*

- Design, development, testing (unit & automation), implementation and maintenance of specific software solutions in java while maintaining a focus on quality principles
- Delivering high availability and performance
- Contributing in all phases of the development lifecycle
- Writing well-designed, efficient, and testable code
- Conducting software analysis, programming, testing, and debugging
- Managing Java and Java EE application development
- Ensuring designs comply with specifications

IT Specialist

*Assurant BPO Company Solutions Inc.
February 2020 - May 2022 | IT Specialist
Pasay City, Metro Manila*

- Responsible for providing technical expertise in analyzing, diagnosing, and resolving problems in support of Web platforms, computer software, hardware and applications.
- Review diagnostics and assess the functionality and efficiency of systems.
- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Carries out software, network, and database performance tuning.
- Responsible for software testing tasks including test planning, test case creation, and test reporting.
- Tests compatibility of new programs with existing ones.
- Worked closely with the Network Admin to resolved ongoing network and outage issue.

ALJAY PASCUAL

JAVA DEVELOPER

PERSONAL SKILLS

- Creative
- Analytical
- Flexible
- Good Team Player
- Detail - oriented

Customer Service Representative

Sykes | April 2019 - Oct 2019

Alabang, Muntinlupa

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.

Senior IT Specialist

Jesus Christ, Hope of All Generations Ministries. |

May 2018 - Present | Senior IT Specialist

February 2016 - May 2018 | IT Support Technician

Bacoor, Cavite

- Review diagnostics and assess the functionality and efficiency of systems
- Implement security measures
- Monitor security certificates and company compliance of requirements
- Offer technical support to church staff and troubleshoot computer problems
- Install and update church software and hardware as needed
- Anticipate and report the cost of replacing or updating computer items

EDUCATION

BTTE – Computer Engineering

Technological University of the Philippines

2018 - 2019

Dasmariñas, Cavite

Computer Engineering Technology

Technological University of the Philippines

2014 - 2017

Dasmariñas, Cavite

Eastern Bacoor National High School, Class 2014