Anton Angelo N. Palermo

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PROFESSIONAL EXPIRENCE

Dragonpay Corporation │ Marikina City

IT Junior Business Analyst   July 2024 – Present

- Identifies areas of improvements and work with internal teams and helped automate manual process that results in productivity boost.
- Collecting requirements for a certain user story that helped developers improved code productivity.

IT Support Specialist   September 2021 – July 2024

- Assisted Merchants and provides support or recommendations for a particular issue that helped them with their SLA.
- Developed internal tools that helped the team tests and monitor API activities that helped identifies and report issues immediately.
- Solves more than 13% of opened tickets and emails per quarter that helped the team.

Freelance Web Developer │ WFH   January 2021 – October 2021

- Developed and deployed a company portfolio website for a startup security agency this helped them stablished their business.
- Developed using latest tools such as React and NodeJS with proper SEO standards that drives more traffic on their platform.

H2 Software Consulting Services │ Eastwest Bank (Client) │ Ortigas City

Desktop Support Specialist   October 2017 – January 2021

- Performed windows migration, within the given time frame to meet the team's target date to reduce risk.
- Provides recommendations for system unit upgrades and replacements this improved user productivity.
- Making sure that all system units are updated and patched with latest anti-virus updates.

CERTIFICATIONS

INTRODUCTION TO WEB DEVELOPMENT [(credential)](#)   September 2023
PROGRAMING WITH JAVASCRIPT [(credential)](#)   September 2023

EDUCATIONS

Christ the King College of Science and Technology │ Bachelor of Science in Information Technology (BSIT)

SKILLS & INTERESTS

Interests: Web Development, Web Security, Tech Podcast, Udemy, Basketball, Badminton.
Technical Skills: Docker, JavaScript, TypeScript, React, NextJS, SQL, HTML, CSS.