

# Adrienne Sebastian

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## WORK EXPERIENCE

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### Software Developer · Full Potential Solutions, Inc.

2021 OCT - PRESENT

- Builds and maintains Xcelerate features based on given acceptance criteria and Figma mockups
- Built the Multiple Outbound Numbers feature, empowering site admins and supervisors to configure and assign a variable amount of outgoing numbers to specified contact center agents
- Rebuilt the Admin Configuration page and all its sub-pages into a user-friendly design, enabling site admins to customize Xcelerate settings to comply with their specific use cases
- Developed a Bulk CSV Upload feature, enabling site admins to upload a massive number of users to a third-party application (RocketChat) via Xcelerate
- Continued the implementation of the Xcelerate Support Docs UI in collaboration with technical writers
- Wrote Postman developer documentation for APIs
- Implemented the demonstration app and wrote the technical user guide for the NPM package [@xcelerate-ui/core](#)

### Junior Software Engineer · Reekoh, Inc.

2019 JUN - 2021 APR

- Built and maintained 15+ plugins, where each plugin integrated the RESTful services of various enterprise solutions with the Reekoh platform
- Designed plugin pipelines that ingested, processed, and sent data to various endpoints
- Translated user and business requirements into technical specification/design documents
- Conducted plugin design and code reviews
- Authored technical user guides for plugin usage
- Established process documentation to streamline the Service Engineering Team's internal operations and onboarding of new members
- Notable APIs worked with include Twitter, Dynamics 365, Apache Kafka, MOVUS, OSIsoft PI Web, IBM Maximo, AVEVA Insight, MongoDB, and Snowflake

### Associate Software Engineer · Accenture, Inc.

2018 FEB - 2019 MAY

- Maintained the codebase, resolved bugs, and integrated the Elasticsearch engine and Kibana visualization dashboard into a Chatbot project
- Developed an Excel VBA-based tool that reduced the time for manually logging and calculating work hours from 30-45 minutes to 5 minutes
- Provided client support and managed user access, system jobs, and inter-environment transports as a SAP Basis and SAP Security practitioner

## COMPETENCIES

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- **Languages/Frameworks/Libraries:** JavaScript ES6 (TypeScript, React, Material UI, Node.js, Redux), HTML5, CSS3 (Bootstrap5, SASS/SCSS), SQL, Markdown, YAML, Shell, Excel VBA, Python, MATLAB, C, Assembly
- **Infrastructure:** Amazon Web Services (AWS), Twilio Flex
- **Version Control:** Git (GitHub, GitLab, BitBucket)
- **Documentation:** Notion, Atlassian Suite (Jira, Confluence), Google Workspace Suite, MS Office Suite, ServiceNow, LaTeX
- **Operating Systems:** OS X, Linux (K/Ubuntu distros), Windows
- User and business requirements analysis
- End-to-end software design, prototyping, development, and delivery
- Technical writing for user guides, developer documentation, and academic papers
- Agile Scrum workflows and ceremonies
- Customer service and support
- Elementary project management and risk management
- Communication, collaboration, and teamwork
- English and Filipino bilingual

## EDUCATION

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### BS Electronics and Communications Engineering · University of the Philippines Diliman

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