

Brian Punongbayan

Experienced Software Engineer with a strong passion for architecting well-engineered and pixel-perfect digital solutions

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Relevant Experience

Engineer III ♦ **ING** Oct 2024 — Present

- Built and updated features for ING's loans application using Lit Component to create reusable front-end components.
- Fixed bugs, handled production issues, and deployed updates through Azure Cloud Platform to keep the application stable.

Software Engineer II ♦ **Asurion** July 2021 — Sept 2024

- Built real-time dashboards in Horizon Engage to track agent activity, shift coverage, and live interactions across multiple call centers.
- Created internal tools for agent management, including user access, skill assignments, and status tracking across projects.
- Developed a notification system to deliver time-sensitive announcements and coaching reminders directly to agents.
- Implemented and maintained GraphQL APIs via AWS AppSync to support real-time data updates through web sockets.
- Built REST APIs using JAX-RS and Express to handle Twilio-related operations such as chat and call routing.
- Integrated Horizon Engage with external client web apps, enabling customer chat and chatbot features across different clients.
- Provided support for live chat/call incidents and worked directly with stakeholders to handle feature requests and production issues. Also responsible for product demos, design ideation, and feedback discussions to align development with business needs.
- Developed core features in MyAsurion using micro front-end architecture, including shared authentication flows and UI components.
- Designed and maintained a reusable chat component library that supports client-specific customization and backward compatibility.
- Delivered features for the Asurion Device Protection and Security Advisor platform, focusing on reliability and user experience improvements.

Technology Consultant II ♦ **DXC Technology** Apr 2019 — July 2021

- Built frontend features and a resume parsing prototype for a people sourcing platform, using Angular for the UI and Python with spaCy and NLP to extract data from resumes.
- Worked across multiple projects, developed backend APIs for National Australia Bank using .NET and Java Spring Boot, with practical experience in Kafka for event-driven systems. Implemented dashboards for internal clients using React, Angular and Django.

Software Developer ♦ **Willis Towers Watson** Apr 2018 — Apr 2019

- Developed applications in Python according to detailed specifications, used Oracle SQL Developer to query data for pension calculations

Programmer ♦ **Reed Elsevier Shared Services Philippines** Sept 2015 — Apr 2017

- Developed insurance systems utilizing RPL, a Delphi-based language, to ensure precise data processing and output; worked closely with testers to debug and uphold system reliability.

Skills

Programming Languages

Javascript (ES6), TypeScript, HTML, CSS, Java, Python, SQL, GraphQL

Libraries & Frameworks

React, Next.js, Lit, TanStack Query, Twilio, Redux, Tailwind, Shadcn, Material UI, Chakra UI, Ant Design, Styled Components, Node.js, Express, JAX-RS, Spring Boot, Django

Tools & Platforms

AWS, Azure, Firebase, Git, Github, Github Actions, Vercel, Vite, Contentful, Storybook, Jenkins, Splunk, Playwright, Jest, Figma, Mixpanel, Adobe Analytics, FullStory

Awards

Asurion Spot Award

July 2022 & Dec 2023

Commended company-wide for delivering a major platform upgrade, integrating security advisory features with high quality and timely execution.

Recognized company-wide with team for dedication and excellence delivering big projects supporting multi-tenancy

Education

Bulacan State University

Bachelor of Science in Computer Engineer