

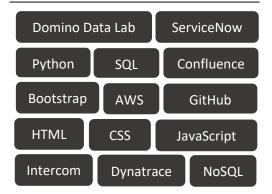
☑ noelcedrix@yahoo.com

**\$** 0995-295-6110

A Obando, Bulacan

m www.linkedin.com/in/noelcedrixjoaquin

## **TECHNICAL SKILLS**



## **SOFT SKILLS**

- Excellent verbal and written communication
- Research and Problem-Solving
- Diligent in performing tasks and learning new technologies

### **INTERESTS**

- Anime
- Figure Collecting
- Toy Photography
- Web Technologies

#### REFERENCES

• Will be available upon request

# Noel Cedrix Joaquin

**Application Support Engineer** 

Application Support Engineer with over 2 years of experience in areas such as L1 Support and UI Development. A self-taught developer interested in projects related to Web Development. Team player with exposure in working with local and international colleagues. Highly motivated in learning new tools and technologies.

## PROFESSIONAL EXPERIENCE

## **Application Support Engineer (L1)**

Accenture Inc. - Cigna Bruin

06/2021 - Present

- **Technologies utilized:** Domino Data Lab, ServiceNow, Python, Pandas, SQL, Mongo DB, Confluence, GitHub, AWS, Bootstrap, HTML, CSS, Intercom, Dynatrace
- Primary contact of support to over 1700 data scientists and engineers in helping solve problems related to *Domino Data Lab*, data access, and code in the cloud.
- Create and maintain existing *Confluence* pages for tracking *Jira* user stories and documenting common platform issues that also acts as L1 Support runbook.
- Lead Python developer for ticket dashboard proof-of-concept for metrics reporting to be consumed by managers and stakeholders.
- Collaborate with engineering team in setting up *Dynatrace* synthetic alerts to proactively monitor outages within Domino Data Lab.
- Participate in designing and integrating custom bot within Domino Data Lab
  using *Intercom* to assist users in resolving common types of issues without the
  need of submitting a ticket.
- Demonstrate new and common recurring issues, workarounds, and best practices within Domino Data Lab to stakeholders during bi-weekly open forums.
- Exposure to AWS Cloud technologies such as Redshift, S3, Glue and EC2.
- Created learning materials and trained 2 newly onboarded resources within L1 Support Team.

## **UI Developer**

Accenture Inc. – Cigna Innovation Prod Support

03/2021 - 04/2021

- **Technologies utilized:** C#, ASP.NET Core MVC, HTML, CSS, JavaScript, Bootstrap Mongo DB, and MS SQL Server
- Codes according to design specification to produce required functionality.
- Research and implementation of database integration for fetching test data.
- Provide support to senior developers during testing and provision of test data.

## **EDUCATION**

## **Bachelor of Science in Electronics Engineering**

Adamson University

06/2013 - 01/2020

#### **TRAININGS**

#### **Data and Analytics Bootcamp**

Accenture Inc. 01/2021 – 03/2021

**Complete Python Bootcamp: From Zero to Hero in Python** 

Udemy 06/2020