



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

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TECHNICAL SKILLS

Domino Data Lab

ServiceNow

Python

SQL

Confluence

Bootstrap

AWS

GitHub

HTML

CSS

JavaScript

Intercom

Dynatrace

NoSQL

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