Noel Cedrix Joaquin

Software Engineer

A Software Engineer with over 2 years of experience in areas such as Application Support and UI Development. Team player with exposure in working with local and international colleagues. Highly motivated in learning new tools and technologies related to Software Development.
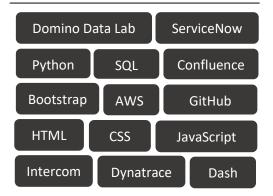
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in www.linkedin.com/in/noelcedrixjoaquin

TECHNICAL SKILLS

- Domino Data Lab
- ServiceNow
- Python
- SQL
- Confluence
- Bootstrap
- AWS
- GitHub
- HTML
- CSS
- JavaScript
- Intercom
- Dynatrace
- Dash

SOFT SKILLS

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

INTERESTS

- Anime
- Figure Collecting
- Toy Photography

REFERENCES

- Will be available upon request

PROFESSIONAL EXPERIENCE

Application Support

Accenture Inc. – Bruin   *06/2021 – Present*

- **Technologies:** *Domino Data Lab, ServiceNow, Python, Pandas, Dash, SQL, Confluence, GitHub, AWS, Bootstrap, HTML, CSS, Intercom, Dynatrace*
- Primary contact of support to data scientists, engineers, and stakeholders in helping solve problems related to *Domino Data Lab*, data access, and code.
- Responsible for creating and maintaining technical documentations using *Confluence* for tracking *Jira* user stories and common platform issue.
- Lead *Python* developer for ticket dashboard proof-of-concept using *Dash Framework* for ticket metrics reporting.
- Primary contributor in setting up *Dynatrace* synthetic alerts to proactively monitor outages within Domino Data Lab.
- Design and integrate custom bot functionality with Domino Data Lab using *Intercom* to assist users in resolving issues without submitting a ticket.
- Exposure to *AWS Cloud technologies* such as Redshift, S3, Glue and EC2.
- Demonstrate new and common recurring issues, workarounds, and best practices within Domino Data Lab to stakeholders during bi-weekly open forums.
- In charge of training newly onboarded resources within L1 Support Team.

UI Developer

Accenture Inc. – Innovation Prod Support   *03/2021 – 04/2021*

- **Technologies:** *C#, ASP.NET, MVC, HTML, CSS, JavaScript, Bootstrap, MS SQL Server, Agile*
- 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