

# NOEL CEDRIX O. JOAQUIN

Senior Software Engineer | Obando, Bulacan | (+63) 995-295-6110 | noelcedrix@yahoo.com | linkedin.com/in/noelcedrixjoaquin

## TECHNICAL SKILLS

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**Front End** | HTML, CSS, Bootstrap

**Back End** | Python, SQL, Pandas, Spark

**Analytics Platform** | Domino Data Lab, Databricks

**Developer Tools** | Dash Framework, GitHub, AWS, Confluence, Intercom, Dynatrace, ServiceNow

## EXPERIENCE

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### L1 Support Engineer | Accenture – Cigna Digital Customer Success | June 2021 - Present

*Provide support to US based client applications – Python | SQL | Dash | AWS | ServiceNow | Dynatrace | Intercom*

- Primary contact of support to stakeholders in resolving issues related to Domino, Databricks, and Code.
- Developed a flexible ticket metrics report automation utilized by 5 different teams to help reduce report creation time by around 94% (from 4 hours to 15 minutes) using Python, Pandas, and SQL.
- Developed a dashboard to display Org Level view of ticket metrics report from 5 different teams using Python and Dash framework hosted within Domino Data Labs.
- Implemented chat bot functionality within Domino using Intercom to help provide user guidance and minimize the need for users to submit a ticket.
- Primary contributor in setting up Dynatrace alerts within Domino to proactively monitor outages increasing overall platform availability.
- Mentored newly onboarded engineers on supported applications and best practices.

### UI Developer | Accenture – Cigna Innovation Prod Support | March 2021 - April 2021

*Develop dashboard for displaying AI metrics and results – C# | ASP.NET | HTML | CSS | JavaScript | Bootstrap | Agile*

- Codes according to design specification to produce required UI component.
- Implemented SQL Server integration for storing and fetching test data.
- Provide support to senior developers in testing and provisioning of test data.

## RECOGNITIONS

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### Accenture

- Managing Director's Choice Awards for FY24-Q1 for NA-Northeast Region – March 2024
- TechStar FY24 Program Participant – December 2023
- ATPC Gantimpala Awardee FY23 Q3 – August 2023
- Client Value Creation Awardee – August 2023
- Multiple team and client commendations for being highly dependable and well-performing resource.

## TRAININGS

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### Data and Analytics Bootcamp | Accenture | January 2021 - March 2021

- Learn basic to advance SQL concepts, MS SQL Server, and implemented an ETL process using SSIS packages.

### Complete Python Bootcamp: From Zero to Hero in Python | Udemy | June 2020

- Learn topics such as loops, data structures, scope, functions, inheritance, OOP, and best practices.

## EDUCATION

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**Adamson University** – Bachelor of Science, Electronics Engineering – January 2020