MARIA MERCEDES **BARTE**

Objective

Professional with experience in corporate office environments who is proactive and goal-oriented. Seeking a change in gears back to my interest where can I combine my passion for technology. And to develop and pursue a challenging career.

Contact

📍 Batingan Binangonan, Rizal

📞 (63)+919-731-4311

✉️ cedesbarte27@gmail.com

Skills

- Knowledge of standard IT hardware and equipment
- Knowledge in AWS & SQL experience including queries/updates/table creation and basic database maintenance with the help of L3
- Basic knowledge in HTML and CSS
- Basic Network Troubleshooting (ipconfig, ping, traceroute, network configuration)

Certification

- Linux SysAd Training (Paid Online course)
- Zuitt Coding Bootcamp - Basic Web Development Workshop

Education

Bachelor of Science in Information Technology

2015 - 2019

Philippines Best Training Colleges Inc.

💼 Work Experience

Customer Frontline Solutions Inc
May 2023 - Present

IT L2 Application Analyst

- Analyze, identify issues, conduct investigation of functional/technical bugs, operational problems, service failures and provide workaround or resolutions to identified issues.
- Resolved incidents by L1 as per agreed SLAs and timelines.
- Supports Operations when web applications are having issues by checking logs in Database (AWS, Heidi SQL)
- Monitor New Relic if system having High Utilization/High response and make changes in ACU using AWS/ reset ISS of the server or report to proper resolving team.
- Run RPA Reports and other reports using Automation Anywhere
- Attend/deploy changes/updates in Applications with the Developer using AWS (RDS,SNS, DynamoDB, System Manager,S3, Cloudwatch, Eventbridge, SQS), Bitbucket and SFTP Server.

ITSD L1 (Application Support)

- Monitor and respond quickly and effectively to Level 1 incidents or requests received via email and tickets in Jira Ticketing Services
- Properly prioritize and escalate unresolved queries as required to the next level support to ensure customer satisfaction.
- Software implementation, trouble-shooting and application management skills
- Conduct remote troubleshooting -Ability to diagnose and solve application issues
- use Oracle for database checking
- Escalates the issues to the corresponding Technical Team or further checking as needed
- Monitor the metrics alerts, performance related issue like high CPU utilization, application performance and escalate to resolving team

Accenture Philppines 2019-2022

Content Moderator Analyst

- Understanding client policies and guidelines, and making decisions based on them Reviewing user
- reports regarding application and website content Provide feedback to creators to help them improve
- their submissions

Content Moderator - Escalation

- Identifying improvement opportunities in workflow and suggesting solutions
- Respond to escalation from different channels in the organization
- assisting with special projects, as needed.
- and escalate issues outside the company policy to the global team