CJ **Masongsong**

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Education

Lyceum of the Philippines University - Laguna *Philippines*
BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY *2015 – 2019*

Work Experience

City Government of Calamba *Calamba City, PH*
SOFTWARE ENGINEER *October 2023 – Present*
- Develop and maintain responsive, user-friendly websites and web applications using HTML, CSS, and JavaScript.
- Collaborate with cross-functional teams to design and implement new features for city government systems and services.
- Write clean, efficient, and well-documented code following coding standards and best practices.
- Troubleshoot, debug, and optimize web applications to ensure optimal performance and user experience.
- Perform regular testing and quality assurance of applications to ensure reliability and accuracy.

Accenture Inc. *Quezon City, PH*
APPLICATION CLOUD SUPPORT AND ENGINEER ANALYST *May 2021 – September 2023*
- Supported Tier 1 & 2 ISV partners as part of the Salesforce One Partner Program
- Provided training, mentorship, and task delegation to team members
- Led weekly meetings to prioritize and track ISV team tasks
- Maintained technical documentation and facilitated knowledge transfer

Accenture Inc. *Quezon City, PH*
ASSOCIATE SOFTWARE ENGINEER *January 2020 – May 2021*
- Resolved technical and operational issues during partner onboarding
- Managed and triaged support tickets, ensuring timely assignment and resolution
- Assisted with user and stakeholder requirement gathering and adoption support
- Proficient in Salesforce products and Slack for team collaboration

Skills

Programming Language: HTML, CSS, JavaScript, React JS
Software Proficiency: Photoshop, Illustrator, Procreate
Technical Skills: Salesforce CRM, Cloud Network Operations, Salesforce Helpdesk and Product Support

Certification

January 2020	**Salesforce Administrator 201**, https://www.salesforce.com/trailblazer/cmasongsong	*Salesforce*
May 2025	**Salesforce Admin Certification**,	*Salesforce/Coursera*
May 2025	**Sales and CRM Overview**,	*Salesforce/Coursera*
May 2018	**Certified Microsoft Technology Associate for Networking and Fundamentals**,	*Microsoft*
April 2017	**SAP Business One**,	*SAP*