

Eden B. Baui

📍 Trece Martires, Cavite

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🐙 github.com/densy

🌐 densy.space

A graduate of Electronics Engineering and aspiring to become a front-end web developer. Looking for an opportunity to leverage and improve my basic knowledge in front-end web development. Reliable communication skills, both oral and written. Capable of working in a fast-paced and demanding environment.

WORK EXPERIENCE

Associate Software Engineer (March 2020 – December 2020)

Accenture, Eastwood, Quezon City

- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Analyzed Salesforce's functionality particularly its Setup Configuration issues to identify troubleshooting methods needed for quick remediation.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Devised solutions to operations issues related to Salesforce, working closely via phone, email, and virtual meetings.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- Resolved configurations problems in Salesforce, improved operations and provided exceptional client support.

EDUCATION

Bachelor of Science In Electronics Engineering (2013-2018)

San Sebastian College Recoletos de Cavite

Manila-Cavite Road, Sta. Cruz Cavite City

Achievements:

- Dean's Lister of A.Y. 2016-2017, 1st and 2nd semesters
- Received recognition as a project co-author for Best Networking Design (A.Y. 2017-2018) and Best Innovative Design in Electronics Engineering (A.Y. 2017-2018)

TECHNICAL PROFICIENCIES

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|--|------------------------------|
| • HTML | • Salesforce |
| • CSS, Sass, Bootstrap | • MS Word, Excel, PowerPoint |
| • JavaScript, Vue.js | |
| • Basic Git commands | |
| • Familiarity in Linux operating system and basic command lines. | |

LICENSURE EXAMINATIONS

ELECTRONICS TECHNICIAN

October 2018

ELECTRONICS ENGINEER

October 2018