DEANNE LAYLAY

Toronto, ON | 905-783-0589

dlaylay@my.centennialcollege.ca | linkedin.com/in/deannelaylay/

SOFTWARE DEVELOPER
JAVA | C# | PROBLEM SOLVING

SUMMARY OF QUALIFICATIONS

- Student of Software Engineering Technology Advanced Diploma, with completion of a Bachelor of Science degree in Electronics Engineering
- 3 years of experience providing software systems support, troubleshooting, and issue resolution
- Skilled with Java, JavaFX, C#, Python, Oracle SQL, PL/SQL, JavaScript, CSS, HTML
- Knowledge of Software Development Life Cycle (SDLC) and SAP modules such as General Ledger, AR, AP, Bank Accounting, Asset Management, BCM, Treasury, Controlling, VIM, and Fiori
- Strong communication skills with multilingual proficiency in English and Tagalog
- Proficient in professional tools: Microsoft Word, Excel, PowerPoint, GitHub, ServiceNow

EDUCATION

Software Engineering Technology (Co-op) Advanced Diploma   Jan. 2023 - Present
Centennial College, Toronto, ON   *GPA: 4.3/4.5 (A)*

Courses: C# Programming, Java Programming, Web Development, Oracle Database Concepts, Mobile App Development, Testing & Quality Assurance, Software Systems Design

Bachelor of Science - Electronics Engineering   June 2013 - Nov. 2017
FEU Institute of Technology, Manila, Philippines

RELEVANT WORK EXPERIENCE

SOFTWARE ENGINEER   Oct. 2021 - Dec. 2022
Accenture, Philippines
- Served as the sub-lead of SAP Application Maintenance Support Finance Team, overseeing the smooth operation and maintenance of S/4 HANA FICO (software system support)
- Took the lead in conducting User Acceptance Testing with business users
- Managed the testing and deployment of solutions to production environments
- Worked on enhancements related to VIM/OCR to improve document processing and automation
- Contributed to the implementation and development of Continuous Improvement Ideas
- Proficient in providing support for SAP S/4 HANA FICO, Blackline, Concur, Keygroup, and SNI

NETWORK OPERATION CENTER (NOC) ENGINEER   Feb. 2021 - Aug. 2021
One Commerce (Int'l) Corporation, Philippines
- Coordinated with engineers for installations, troubleshooting, configurations of the RMS equipment
- Performed Ping Test and Telnet Test in the VMware to test the connectivity between the RMS Controller and Rectifier with the SVC Server
- Performed CMS Configurations for the Sites (creation of site templates, giving access control to each user, configurations of nominal value, asset properties)
- Monitored alarms, analyze and troubleshoot issues and apply theories of telecommunications

ASSOCIATE SOFTWARE ENGINEER   Jan. 2019 - June 2020
Accenture, Philippines
- Performing tests and provided support of the production system
- Developed test scenarios and conducted quality assurance activities
- Analyzed complex business problems and then developed solutions within SAP
- Prepared end-user training documents and validated any changes in the system
- Sorted day-to-day queries of end-users in Service Now

NETWORK ENGINEER INTERN March 2017 - June 2017
Sky Cable Corporation, Philippines
- Configured and monitored CISCO devices, ensuring optimal performance and network stability
- Utilized Cacti to monitor network traffic and facilitated the smooth migration of graphs from the production server to the new server
- Assist in troubleshooting network issues and collaborated with team to resolve them effectively

ACADEMIC PROJECTS

Software Requirements Specification - Trip Community: Group Travel Planning Application
- Collaborated in developing the SRS for "Trip Community," a user-friendly platform addressing the lack of accessible and reliable information for group travel planning
- Implemented Agile methodology for effective teamwork
- Contributed to problem statement, capabilities, stakeholder identification, and sub-system analysis
- Participated in identifying the sub-systems of the application and developed use case diagrams, class responsibility collaboration (CRC), and design classes diagrams to provide an overview of the system's functionalities and the interactions between different components

Grocery Online Ordering Application – Oracle SQL, PL/SQL
- Collaborated with a team to create SQL and PL/SQL scripts to build the application's database
- Acquired hands-on experience in Oracle SQL and PL/SQL, database design/ management
- Implemented tables to store information such as customer details, order information, grocery items, and delivery details
- Developed the Entity Relationship Diagram for the database, providing a visual representation of the relationships between different entities and their attributes
- Implemented PL/SQL functions and procedures to handle various operations