

# RESUME

## EDUCATION

### Nabua National High School

*Jr-Sr High School*

Strand: Accountancy and Business Management  
(ABM)

### Bachelor of Science in Information & Technology

#### State University:

Camarines Sur Polytechnic Colleges - 2022

## TECH STACK

Node.js

React.js

HTML5

TailwindCSS

JavaScript

MySQL

XML

REST API

## TOOLS

ServiceNow

JIRA

Postman

VSCode

MS Tools

SAP Logon

Azure DevOps

Azure Data Studio

NewRelic

# SHAN CARL PARCE

## BELGICA

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## ABOUT ME

A highly motivated technical support, web designer and tech savvy individual hoping to be part of a reputable company. To hone and leverage my abilities in IT Industry and related technologies. To apply the knowledge and skills I learned in my studies, internship and job experience and be part of a strong workforce and to contribute positive results to a company.

## WEB PORTFOLIO

<https://beta-ochre.vercel.app/>

## EXPERIENCE

### Associate | Application Management

2023 - Present

- Assist with resolution to clients via JIRA & SNOW.
- Conducted client onboarding and change management(Implementation).
- Performed ticket investigation to find out the root cause (RCA) of the issue for BAU tickets.
- Worked with agile team including Products, QA & TPV to resolve an issue encountered in timely manner.

## SIDE PROJECTS

### Monito | Pet Shop

*Full-Stack | Firebase9, ReactJs, TailwindCSS, HTML5*

### Homerun | Real - Estate

*Full-Stack | MERN Stack*

### BSMS | Capstone Project

*Full-Stack | HTML, CSS, Bootstrap,JS, Php, mySQL*

## Extraculricular Activity

### Student Council | Treasurer

*Junior Philippine Computer Society(JPCS)*

Brief Description: Facilitated the yearly event of Bicol Youth Congress in

Information Technology(BYCIT).