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

MsSQL

XML

REST API

TOOLS

ServiceNow

JIRA

Postman/Swagger

VSCode

MS Tools

SAP Logon

DevOps

Data Studio

Azure Portal

SHAN CARL PARCE BELGICA

Phone: (+63) 915-203-0863

Email: shancarl.belgica.3@gmail.com

Address: Antipolo City, Rizal, 1870

LinkedIn: https://www.linkedin.com/in/shabelgica-ex0718

ABOUT ME

A highly motivated SaaS support, web dev and tech savvy individual with a strong track record in resolving technical issues and supporting clients in a dynamic IT and remote environment. Expirienced in using SNOW and JIRA for incident/case management and ticket tracking. Knowlegdeable in SQL for data nalysis and trobleshooting backend related issues. Confident in giving clear, concise and efficient resolution to deliver high quality support and leverage my skills in IT Industry and related technologies to enhance business operation. Eager to be part of a fast -paced IT environement and a strong workforce to contribute good results to an organization.

WEB PORTFOLIO

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

EXPERIENCE

Application Management, Associate | STRADA Global

2023 - Present

Assist with resolution to clients and document customer interactions and resolutions via JIRA &/ SNOW. Respond to inquiries via email, Teams chat, or call with clear, concise, and friendly approach to resolve customer/client issues.

Conducted client onboarding and change management(Implementation) using SaaS Platform. Successfully supported multiple build projects from intial set up, Smoke Testing, SIT & UAT, custom configurations and until the go live of the projects.

Troubleshoot technical issue, gather evidence to identify the root cause (RCA) of the issue for BAU tickets and escalate complex problems to higher technical support or development teams based in the investigation.

Work colaboration in a Agile team including Products Dev Team, Quality Assurance resource & Third Party Vendors(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