EARL JOSHUA RAGOTERO

Software Engineer

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📍 Teresa, Rizal

EXPERIENCE

WalkMe Digital Adoption Builder

Yondu, Inc.

📅 01/2020 - Ongoing   📍 Taguig City

- Designed automated onboarding and enterprise process guides using WalkMe DAP.
- Automated pre-existing enterprise process to further improve user experience and efficiency.
- Applied Project Management skills to deliver automated guides to Enterprise software according to schedule.
- Worked with cross-functional teams to improve accuracy of automation solution.
- Provided monthly reports using WalkMe Analytics to middle management to propose actionable insights.

Microsoft 365 Support Engineer

Accenture, Inc.

📅 01/2018 - 05/2020   📍 Taguig City

- Managed client delivery and deployment of the entire Office 365 cloud hosted platform to small scale and medium scale businesses.
- Ensured 100% uptime of multiple Microsoft Office 365 Cloud services by providing incident resolution to small and mid scale business owners and administrators.
- Provided relevant education to business owners for efficient management and administration of Office 365 Cloud services.
- Acted as proxy for floor supervisory call de-escalation.
- Acted as technology consultant for Deployment and troubleshooting of Microsoft Teams architecture.

ACHIEVEMENTS

💎 **Registered Electronics Engineer**

💎 **DOST-SEI Merit Scholar Graduate**

EDUCATION

B.S. Electronics Engineering

University of Rizal System

📅 06/2012 - 04/2017   📍 Morong, Rizal

SUMMARY

Software Engineer with 3 years of experience in IT industry. Highly Experienced in resolving problems and improving client satisfaction and efficiency.

SKILLS

WalkMe DAP

Client Management/Delivery

Business Analytics

Project Management

JQuery Selectors

Microsoft 365 Engineering

Microsoft 365 Business Admin

PowerShell Scripting

Application Troubleshooting

Technical Support Service

Microsoft 365 Teams/Skype

Microsoft 365 SharePoint

Microsoft 365 OneDrive

Microsoft 365 Exchange