

KRISTIAN JORGE TOLEDANO

SOFTWARE ENGINEER 📍 MUNTINLUPA CITY, PHILIPPINES ☎ +639398880101

◦ DETAILS ◦

Muntinlupa City, Philippines
+639398880101
jorgejorge09.kjt@gmail.com

◦ SKILLS ◦

Amazon Web Services

SQL

ReactJS

NodeJS

Git

REST API

HTML/CSS

Git

Complex Problem Solving

Leadership Skills

◦ LANGUAGES ◦

English

Filipino

◦ CERTIFICATES ◦

AWS Certified Cloud Practitioner

AWS Certified AI Practitioner



PROFILE

Experienced Software Engineer adept in bringing forth expertise in design, developing, testing and maintenance of software systems. Excellent analytical and problem-solving skills to confidently execute software tasks from start to finish. Adept in carefully diagnosing and assessing issues, and offering real viable solutions. Committed to working as a collaborative and positive team member, striving to utilize my knowledge and expertise for optimal engineering results.



EMPLOYMENT HISTORY

Software Engineering Consultant/Software Prod & Plat Eng Team Lead at Accenture Inc., Mandaluyong City

July 2020 — March 2024

- Pioneered the Accenture Operations Support Team of the Unified Agent Portal Project which is being used by different contact centers worldwide.
- Acted as a gatekeeper to maintain and update our code repository, and conduct code reviews using BitBucket and Git.
- Monitored and updated tasks/tickets progress using FreshService for client's visibility.
- Conducted daily meetings with the client to update the progress of in-progress tasks and other important matters.
- Investigated and debugged issues using CloudWatch and CloudTrail logs.
- Customized IVRs and contact flows using Amazon Connect.
- Updated backend code through Amazon Lambda with JavaScript.
- Monitored the performance of the application using CloudWatch and RDS metrics.
- Added and updated REST APIs using Amazon API Gateway.
- Updated frontend code with the use of ReactJS, NodeJS, JavaScript, HTML and CSS.
- Managed databases using Amazon RDS and DynamoDB for serverless, key-value NoSQL databases.
- Received the "Superhero Award" last October 2022 for fulfilling responsibilities effectively and delivering valuable outcomes while building collaborative relationship towards the team.
- Received the "The Ultimate Stand-Out Performer Award" last August 2022 for being the finest among those who relentlessly give their best at work, reflecting dedication in all that they do and demonstrate unparalleled performance.

Technical Analyst at Solutions Exchange Inc., Makati City

March 2017 — May 2020

- Maintained web application for the banking industry.
- Provide production environment support to clients by debugging issues, patch deployments and maintenance.
- Effectively managed priorities to meet or beat deadlines 96% of the time, often under tight time constraints.
- Develop new and complex features that the client has requested.



EDUCATION

Bachelor of Science in Computer Science, Pamantasan ng Lungsod ng Muntinlupa, Muntinlupa

June 2012 — June 2016