

Jacques Oneil J. Gonzalez

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PROFILE OVERVIEW

Interested in Software Engineering, DevOps, Cloud and Cybersecurity with 5 months of working experience in Microsoft Azure and Datadog. Proficient in diverse technologies which includes Java, SQL, Python, React and Flutter.

EDUCATION

Mapúa University – Weighted Average: **2.03**

Makati City, PH

Bachelor of Science in Information Technology major on App Development

August 2021 – February 2025

EXPERIENCE

Willis Towers Watson

Taguig City, PH

Cloud Operations Junior Associate

May 2025 - Present

Achieved **90–95% reliability** for supporting cloud-based applications by resolving alerts and tickets according to their designated SLAs using **Microsoft Azure** and **Datadog**.

- Granted clients access to specific folders or processed user addition requests through Microsoft Azure.
- Triaged alerts by analyzing Datadog logs and visualizations to identify root causes of issues.
- Assigned tickets to team members and ensured all were distributed and accounted for during each shift.

McDonald's Philippines

Makati City, PH

Digital Technology Intern

September 2024 – November 2024

Greatly reduced testing time from 84 to **17 minutes per run**, achieving faster release cycles for a web app by developing an automated test suite of 14 cases using **Katalon**.

- Worked closely with developers on manual testing within a team addressing **10 critical issues** prior launch.

Globe Telecom

Taguig City, PH

Security Researcher Intern

April 2024 – August 2024

Reduced SIEM deployment time by **50%** by implementing a Wazuh SIEM Proof of Concept (PoC), documenting errors to ensure smooth adoption and integrating the SIEM with existing cloud infrastructure using **Linux** and **AWS**.

- Aligned requirements with numerous teams to integrate the POC SIEM to underlying cloud infrastructure.
- Documented errors during development to help identify and resolve common issues for team members.

IT PROJECTS

Kira: Developed an RTO Tracker using PowerApps, enabling real-time visibility into employee attendance.

BGV Labs: Developed a Web CMS using **React** and **Tailwind**, integrating labs with Unity for interactivity.

SANA Shelter Pet Adoption Website: Built web app using **PHP** and **JS**, enabling users to adopt pets online.

OPMusic Player Desktop Application Designed **Java**-based MP3 player using Swing, to display and play music.

Slimodoro: Developed a Pomodoro Android app using Flutter, resulting in enhanced focus and task completion.

PUBLICATIONS

BGVLabs: An Interactive 3D Virtual Laboratory in Mechanical Engineering

July 2025

Training with User-Centered Feature Prioritization, IEEE

SKILLS

Technologies: Java | Python | MySQL | OracleDB | Springboot | React | Tailwind

Tools: Microsoft Azure | AWS | Linux | Google Play Console | Github | Git

Soft Skills: Collaboration | Communication | Active Listening | Documentation | Presentation

CERTIFICATIONS AND TRAININGS

Microsoft Azure Fundamentals (AZ-900), Microsoft

June 2025

IBM Front-End Developer Professional Certificate, IBM

July 2024

TOEIC Certificate for Reading and Writing, TOEIC

March 2024

AWS Academy Cloud Foundations, AWS

January 2024

Version Control with Git, Atlassian

July 2023

Essential Tools for App Development, LearnQuest

April 2023

ORGANIZATIONS AND VOLUNTEER EXPERIENCE

Kubernetes User Group (K8sUG)

February 2025 – Present

Volunteered at meetups, helping with logistics and assisted attendees for Kubernetes hands on workshop.

Webmasters Guild (WMG), Mapúa University

August 2021 - September 2022

Participated in events, including a pitch contest that won first place after presenting our "Cash Machine" proposal.

Senior Red Cross Youth Society, San Beda University – Rizal

June 2019 - May 2021

Served as first responders at school events and received a comprehensive training for emergency situations.