**JAMES VON ALAMAG**  
jamesvonalamag@gmail.com github.com/james-von   
jamesvon.tk   
  
**EDUCATION**  
**Misamis University** Ozamiz, Misamis Occidental  
B.S. in Information Technology March 2015

**SKILLS**  
Programming Languages:  
•Primary: Java, Python, SQL, C#, Node.js, JavaScript   
•Basics: Django, PHP, jQuery, Node.js, Haskell, CSS, SASS, Unity, Blender, C/C++  
Experience with: AWS, VMware vSphere, Linux/UNIX, Subversion, Git/Github, Jekyll, Citrix, Active Directories and LDAP, SQL/Oracle Server Administration, Android Programming

**EXPERIENCE**

**Lexmark International Inc.** Business Park, Cebu, PH  
*Enterprise Software Support Engineer* September 2015 – Present  
• Provide rapid product support for customers via phone, chat, email, and web based support technologies

• Utilize all resources to efficiently troubleshoot and resolve issues as quickly as possible.

• Proactively and energetically interact in a team environment to collaborate with peers on customer issues.

• Employ sound decision making when determining when to escalate customer issues to other teams or management.

• Adapt to and work with a highly diverse customer base while focusing on providing an exceptional customer

experience with every interaction.

**Various Local Programming Jobs** Ozamiz City, Mis. Occ.

Software Programmer/Freelancer April 2014 – August 2015

• Planning and development of software prototypes.

• Developed thesis projects and its corresponding documentation.

• Continued development of products after proposed product revision.

**PROJECTS**

Hotel Database & Booking System

• Interactive Windows Forms used for booking clients and for various interactions with the Database.

Futsal Game

• A program that accepts various amounts of data to simulate a futsal game.

Linux System Administration

• Setup and Configured up and running ftp, dhcp, http, samba and proxy servers in Linux.

Online Monitor and Office Forms

• Developed Interactive Windows Forms to enhance office efficiency and developed an online portal used to monitor office productivity

Online Storage Web Server

• Developed Intranet hosted storage web server with powerful search capabilities.

**THESIS**

Skeletal System 3D Simulation

• Using Blender to model the skeleton and Unity to program the logic with various Java and C# Scripts. Produced

both standalone(exe) and web version(using a unity web plugin). The simulation is interactive wherein users are

provided information for a specific bone within the skeletal system. It also included a quiz function and various

skeletal system related games.

**ACHEIVEMENTS**

Won several prizes at school & college level in sports and other programming events.

• Chess • PHP/Java Portal (2nd) •Advanced Java Programming (1st) • Networking (1st)

Got numerous certificates for participation in various educational seminars

CISCO Certified.

**REFERENCES**

• **Dr. Geraldine D. Durias**

Dean of College of Computer Studies

Misamis University

09267543875

• **Vincent Ian A. Tibon**

Project Delivery Consulatant

Lexmark

09177953375

• **Roselyn Abadilla**

Sales Consultant

Telstra

09951130548