

Jay K V. Delicana

Toronto, Ontario

jkvdelicana@gmail.com | Mobile: +1 437-553-3500

Portfolio: <https://jaydelicana.github.io> | LinkedIn Profile: www.linkedin.com/in/jay-delicana

Objective

With solid Power Platform development experience, I am seeking a challenging opportunity to join a team where I can apply my ability, knowledge, and training to develop end-to-end software solutions that the business needs

Summary of Skills

- Software Development
- Application Lifecycle Management
- Business Process Automation
- Application Deployment and Integration
- Software Architecture
- Software Design
- Wireframing
- Software Testing

Professional Experience

ItalThai Engineering Company Limited
Solutions Architect – MS Power Platform

Bangkok, Thailand
July 2019 - July 2022

- Work with managers and heads to gather requirements to design and build the Project Approval Application
- Document and present the proposed solution to managers for discussion and feedback
- Design and document a modular application (including database and workflow) that can be duplicated and customized for each department
- Develop the Project Approval application using Power Apps canvas App
- Design and develop a database using Sharepoint and connect it with the Project Approval App
- Manage Sharepoint permissions by creating security/mailling groups separated by department
- Participate in weekly progress meetings with managers to report on the status of the project

- Automate the process of adding, editing, and updating the Sharepoint database using Power Automate
- Send email notifications to approvers for pending actions in the project using Power Automate
- Perform end-to-end testing on the application before deployment
- Integrate and deploy the application in Microsoft Teams
- Provide post-production support to users by creating FAQ documentation on how to use the application
- Gather feedback as references for future improvements and upgrades

Wells International School
Solutions Architect | Technical Support
Engineer

Bangkok Thailand
March 2019 - June 2019

- Gather data by creating an inventory of all IT and technical equipment from all 3 campuses
- Design a database accessible only by Senior Management from all campuses using Excel
- Migrate the data from Excel to Google Sheets
- Served as primary point of contact for technical support
- Explain technical information in clear terms to promote better understanding for non-technical users
- Respond to support requests from teachers and staff and patiently walk them through basic troubleshooting tasks
- Analyze issues to find troubleshooting methods needed for quick remediation

Accenture Incorporated
Production Support Engineer

Manila, Philippines
September 2015 - August 2018

- Provide L1/L2 technical support for Accenture clients who are using Microsoft Office 365
- Document bugs and user experience feedback for future improvements
- Migrate on-premises Exchange user data to Office365 using Microsoft Active Directory
- Manage job action requests from Accenture's internal teams ensuring that it follows the company's standards before executing it in the server
- Work with internal teams to solve issues that caused outages in Accenture's services by taking part in bridge calls with managers

- Collaborate with support teams to deploy new features on Accenture's services and get the servers back online

Achievements

- Solutions Architect and Software Tester for ItalThai Engineering's Digital Platform project
- Reduce project approval time by 85% by using the Project Approval App vs traditional paper approval
- Seventy-five percent reduction in paper usage by storing project information in database and using online forms in the Project Approval App
- Collaborate with other Accenture teams to develop AI Chatbot to serve as a self-service software for Accenture's services
- Develop and Integrate ServiceNow tools such as Kanban Board to help managers see the progress of support tickets and find bottlenecks in the technical support services

Education

Mapua Institute of Technology, Philippines

Engineering Research and Development Technology Scholar - 2007 to 2013

MS Computer Engineering 2013

Mapua Institute of Technology, Philippines

BS Computer Engineering 2007

Memberships and Affiliations

Microsoft Power Platform Community, 2019 – Present

National Association of Mapua Alumni, 2013 - Present

Institute of Electrical and Electronics Engineers Mapua Institute of Technology - Student Chapter, 2005 - 2007

Technical Skills

- | | |
|---------------------|--------------------------|
| • Power Apps | • MS teams |
| • Power Automate | • Postproduction Support |
| • Sharepoint Online | • Office365 |

Certifications and Training:

Microsoft Power Platform Fundamentals

(PL-900), October 2021

Microsoft Power Apps Essentials Training:

The Basics

Microsoft Power Apps Essentials Training:

Beyond the Basics

Microsoft Power Automate Essentials

Training: The Basics

Microsoft Power Automate: Beyond the

Basics

Microsoft Power Platform Foundations

Learning SharePoint Online