Jay K V. Delicana

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Objective

With extensive Microsoft Power Platform development and application management experience, I am seeking a challenging opportunity to join a team where I can apply my ability, knowledge, and training to provide value to the company by developing, managing and leading the adoption of Microsoft Power Platform as the next-gen solutions development and management platform

Summary of Skills

- Test Driven Development
- Application Lifecycle Management
- Business Process Automation
- Software Development Lifecycle
- Software Architecture
- Agile

- Kanban
- Power Apps
- Power Automate
- Model Driven Apps
- Microsoft Dataverse
- Software Testing

Professional Experience

Italthai Engineering Company Limited   Bangkok, Thailand
Solutions Architect – MS Power Platform   July 2019 - July 2022

- Only software engineer in the company responsible for developing application and automation, perform QA/QC testing, deploying the solution and application management throughout the project's lifecycle
- Lead the adoption of Microsoft Power Platform as solutions development platform for the company's Digital Transformation project
- Design and document a modular application (including database and workflow) that can be duplicated and customized for each department
- Adopt Agile/Kanban methodologies to develop the software solutions
- Apply Test Driven Development concepts to minimize bugs and fix them early
- Develop application using Power Apps canvas App

- Design and develop a database using Sharepoint and connect it with the Project Approval App
- Integrate and deploy the application in Microsoft Teams
- Manage Sharepoint permissions by creating security/mailing groups separated by department
- Implement Application Life Cycle Management best practices to improve deployed solutions
- Automate the process of adding, editing, and updating the Sharepoint database using Power Automate
- Document and create the Solutions Development Best practices rulebook used to onboard and train new team members

Skills:

- Power Apps
- Power Automate
- Application Lifecycle Management
- Sharepoint Online

- Software Testing
- Application Deployment
- Power Apps Solutions

Bangkok Thailand

Wells International School   March 2019 - June 2019
Solutions Architect | Technical Support Engineer

- 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

Skills:

- OS troubleshooting (Mac OS / Windows)
- Google Workspace
- Technical Support

- Technical Communication
- Technical Troubleshooting
- Requirements Gathering
- Inventory Management

Accenture Incorporated   Manila, Philippines
Technical Support Engineer   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

Skills:

- Saas Application Support (Office 365)
- Sharepoint Administration
- Exchange Administration
- Email Migration
- Software Testing
- Technical Communication

- Agile / Kanban
- Application Lifecycle Management
- IT Service Management
- Service Now
- Production Support

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
- Lead the adoption of Microsoft Power Platform as solutions development and management platform
- Develop Software Development Best Practices rulebook used to onboard and train new team members
- 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
- Power Automate
- Power Apps Solutions
- Model Driven Apps
- Common Data Service (Dataverse)

- Power BI
- Sharepoint Online
- MS teams
- Postproduction Support
- Office365

Certifications and Training:

Microsoft Model-Driven App Fundamentals

Microsoft Power Platform Fundamentals (PL-900), October 2021

Microsoft Power Apps Essentials Training: The Basics

Microsoft Power Apps Essentials Training: Beyond the Basics

Microsoft CDS (Dataverse)

Microsoft Power BI Fundamentals

Microsoft Power Automate Essentials Training: The Basics

Microsoft Power Automate: Beyond the Basics

Microsoft Power Platform Foundations

Learning SharePoint Online