JAY K V. DELICANA

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EXPERIENCE

JUNE 2019 – PRESENT

SOFTWARE ENGINEER, MICROSOFT POWER PLATFORM

ITALTHAI ENGINEERING CO. LTD (ITE CO. LTD)

A. Lead ITE's Digital Transformation Project to reduce project approvals process across the company by 75% thru custom apps, automated workflows and databases that can be accessed via mobile (android / iOS) and web apps.
B. Act as project manager and consultant with stakeholders to gather requirements to build the custom application
C. Test and deploy the custom apps to stakeholders

Key Achievements:

- Lead programmer for the digital transformation project for Italthai Engineering Co. Ltd.
- Generated $100K / Year savings for custom third-party software by creating custom apps in-house using Microsoft Power Platform
- Reduced paper consumption by 50% using custom-built apps and forms online
- Single man team developing custom apps, automated workflows and documentation
- 75% Project completion in 2.5 years

MARCH 2019 – JUNE 2019 (CONTRACTUAL)

TECHNICAL CONSULTANT, WELLS INTERNATIONAL SCHOOL

Lead Well's THB5M modernization project to update the IT infrastructure of the school's 3 campuses to serve more students in a cost-efficient way and to be globally competitive Ivy League School. Task includes inventory of current school equipment both hardware and software. Create an inventory system to store the list of equipment that can be accessed by Senior Management across the 3 campuses.

Key Achievements:

- Phase 1: Inventory of IT systems and hardware of 3 Campuses in Bangkok – 100% completion
- Phase 2: Planning and Test – Not included in the contract

SEPT 2015 – AUG 2018
ASSOCIATE SOFTWARE ENGINEER, MICROSOFT OFFICE 365
ACCENTURE INCORPORATED PHILIPPINES

Experience working with different tools and technologies used in the company such as Microsoft Office 365, Sharepoint. As well as working with multiple teams across different time zones.

Associate Software Engineer – Accenture MyWizard
Troubleshoot issues from customers using MyWizard Application (an AI-Powered automation tool) such as missing data, incorrect data etc. Search and report bugs to MyWizard application development team. Test new features created before being used by customers.

Associate Software Engineer – Accenture Scheduling Services Team
Worked with Accenture's Internal IT team to deploy data and services via scripts that run on the company's servers. Primary role is to ensure compliance of scripts before running them on the server. Secondary role is to troubleshoot issues when using related services such as restricted access to apps, missing data. When services are down, join and troubleshoot the issue with concerned teams. Since the operation is 24x7, we are required to have a rotating schedule for weekend support.

Key Achievements:
- Developing AI-powered chatbots for ticket management
- Testing methods and processes developed for ServiceNow before deployment
- On-call support for yearly server upgrades.

Associate Software Engineer – Microsoft Office 365
Work with Office 365 customer to solve issues related to using Microsoft Office 365. Issues such as missing emails, missing files from OneDrive online and desktop. Another role is to solve customer's billing issues with payments not going thru, credit card issues and refunds and also getting customers to buy or upgrade their current subscription. 3rd role is to find and report bugs to the Office365 development team at Microsoft to improve the product.

Working on a shifting schedule and days off as well as talking to customers is a daily routine for us.

Key Achievements:
- Onboarding customers to Office 365.
- Migrating customer data from on-premises to cloud (Office 365).
- Resolve billing and subscription issues.
- Technical support

EDUCATION

JAN 2007 – MAR 2013

MASTER OF SCIENCE IN COMPUTER ENGINEERING, MAPUA INSTITUTE OF TECHNOLOGY

- University Scholar
- 1 of 200 select students invited for pioneer accelerated **MS degree program**
- GPA: 2.875
- Thesis presentation in an international conference in Egypt (2010)
- Core Study: Computer Systems Design and Architecture

JULY 2004 - DEC 2006

BACHELOR OF SCIENCE IN COMPUTER ENGINEERING, MAPUA INSTITUTE OF TECHNOLOGY

- GPA: 2.5
- Member of IEEE – Mapua Chapter
- C++/C#, Data Structures

SKILLS

- Software Development
- Software Architecture
- Customer Support
- Software Consultant
- Technical Documentation
- Sharepoint Database management

ACTIVITIES

Leadership:
Christian Young Professionals Group
December 2020 – Present
Summary: Provide semi-monthly seminars to young professionals group (21 – 45) on how to handle real-world problems such as finances, money, and the marketplace in a Christian setting.
Organize a place to connect with fellow Christian Young Pro's to support and learn from one another

Certifications:
PL-900: Microsoft Power Platform Fundamentals
October 2021
Summary: Build solutions with Microsoft Power Platform. Automate basic business processes with Power Automate. Perform data analysis with Power BI. Create simple Power Apps experiences. Build practical chatbots with Power Virtual Agents.

Microsoft Power Apps Essential Training: The Basics
Sep 2021 – Present

Training Provider: LinkedIn

Microsoft Power Apps Essential Training: Beyond the Basics
March 2021
Training Provider: LinkedIn

Microsoft Power Automate: Beyond the Basics
March 2021
Training Provider: LinkedIn

Microsoft Power Automate Essential Training
March 2021
Training Provider: LinkedIn

Microsoft Power Platform Foundations
March 2021
Training Provider: LinkedIn

Learning SharePoint Online
Jul 2019
Training Provider: LinkedIn