

Jojo Bautista
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SUMMARY

I am looking for a position as a full stack developer. I am experienced in performance analysis, problem-solving, and troubleshooting.. I like learning and always look for opportunities to grow in my professional career. Although it is very satisfying to help customers as an application support, I will certainly enjoy the challenge of a development role. I recently enrolled in a Coding boot camp as a Full Stack Developer. I am looking forward to using my new set of skills which will make more impact on the client.

HIGHLIGHTS

- Node.js, Express.js
- C / C# / C++/ Java languages
- MySQL/MongoDB
- HTML5, CSS, Bootstrap
- Shell scripting, PowerShell, Batch File
- Handlebars
- Windows, Unix
- Agile methodology
- Vmware
- JavaScript
- jQuery, jQueryUI
- Sequelize, Mongoose
- Relational Database
- Git, GitHub, Mercurial
- Eclipse IDE, Visual Studio, VSCode
- Microsoft Office / Google Doc
- ServiceNow
- Git bash

EXPERIENCES

02/2017 to 09/2020 Application Support Engineer

Accenture LLC - Minneapolis MN

Supported several Navitaire products in Production and Test environments for worldwide clients.

Lead implementation and upgrade of products and created tasks for other teams involved.

Managed, Batch job services for several clients.

Troubleshoot issues with developers and clients.

Build some ETL and automation for a more efficient and effective process.

Scheduled upgrades of Navitaire products and security patch for servers.

08/2008 to 04/2016 Software Engineer

HelpSystems (TeamQuest Corporation) – Minneapolis MN

Within the first three months of employment, redesigned and implemented several major components of one of the data collection agents for Linux Red Hat and SUSE. Tested for new devices and showed that it scales up to 2 thousands of devices.

Fixed several issues found by Services people during Proof of Concept for new Customers which results in sales.

Provided third level support to customers for TeamQuest Product Suite for enterprise-level environment Capacity Management. My focus is on data collection agents and security issues. My support of customers is not limited to TeamQuest Products. It also involves other software issues like WebSphere, WebLogic, Oracle, DB2, PostgreSQL, VMware, and Apache.

Assisted customers in opening tickets to IBM or Microsoft to identify and fix issues in their OS, libraries or settings. Also provide them some snippet code to illustrate the issue.

Developed emergency patches as fix or diagnostic in C, java, shell script or batch file. Test and integrate correction to the main line of code using Visual Studio, Eclipse, Mercurial or RCS.

Participated in the code review in our team and other Agile teams using the Review Board.

Served as Scrum Master in the Third Level Support team for three years and helped the team to quadruple our productivity.

Maintained several servers in Windows, AIX, and Linux RedHat/SUSE and collaboration with several levels of organization and developers.

EDUCATION

Coding Boot Camp - Full Stack Developer

University of Minnesota - Minneapolis Minnesota

In Progress ... (September 2021 - March 2022)

Bachelor of Science in Computer Science

University of the Cordilleras – Baguio City