Josemari Masangkay V

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PROFESSIONAL SUMMARY

Software Developer with 7+ years of combined experience in application support, automation, and full-stack development. Transitioned from Support to Software Development through company-sponsored training, self-learning, and hands-on project delivery. Skilled in React, Java, Spring Boot, Python, and AWS services. Proven ability to learn new technologies quickly and deliver value in Agile environments. Passionate about building efficient, maintainable software solutions.

WORK EXPERIENCE

NCS Group
March 2023 - Present

Career Pathway: L2 App Support → QA Automation → Full Stack Developer → Python RPA Developer

NCS provided a unique opportunity for internal mobility and upskilling, allowing me to transition from an L2 Application Support Analyst into a Software Developer role through training, self-learning, and client-facing project work.

Python RPA Developer (Current — Official Project)   Nov. 2024 - Present
- Create and manage **Python RPA** scripts to automate manual tasks based on **Jira** user stories.
- Implemented **Agile Scrum methodologies**, resulting in improved sprint planning, faster delivery, and better team alignment.
- Managed code changes using **Gitlab** and participated in code reviews.
- Integrated AWS services including **API Gateway**, **Lambda**, **SQS**, **EC2**, and **SNS** with the **Google Sheets API** to build scalable, cloud-native infrastructure and automate workflows.

Full Stack Developer (Training + Side Project)   Jun. 2024 - Sep. 2024
- Completed company-sponsored Full Stack Developer training.
- Developed **React** based front-end applications integrating with **RESTful APIs and Java Spring Boot** backend services.
- Built backend APIs for data handling and business logic with **MySQL database**.
- Delivered client-facing project as part of training-to-project pipeline.
- Ensured high code quality through **Git** version control and code reviews.

QA Automation Developer (Self-Learning + Side Project)   Jun. 2024 - Sep. 2024
- Initiated self-learning in automated testing after communicating career goal of becoming a developer to manager.
- Developed automated test cases with **Java**, **Selenium**, **Maven**, **TestNG**.
- Improved regression test coverage and **reduced manual testing time by 40%.**
- Maintained test scripts using **Git** and collaborated with project teams.

L2 Application Support Analyst (Official Project)   Mar. 2023 – May 2024
- Provided second-level **REST API** and middleware support for Globe Telecom client.
- Monitored API performance using **CloudWatch**, **Athena**, **DynamoDB**, and **Jenkins**.
- Developed **bash automated scripts for API data performance retrieval**, integrating AWS services for our business-as-usual.
- **Used AWS Cloudwatch, Athena**, **DynamoDB** and **Jenkins** for extraction of API data based on client's complex requirements / request.
- *Project ended due to client cost-cutting; transitioned internally to development track.*

ANTlabs

Service Desk Engineer

- Supported deployment and ongoing operations of the ANTlabs **Gateway Server**, a key solution in network access management for hospitality and enterprise networks.
- Acted as the first line of technical support for ANTlabs products, with a focus on **diagnosing** and **resolving issues** related to the Gateway Server.
- Conducted advanced **log analysis** and **troubleshooting** using **Linux/Unix commands** to identify and resolve network-related problems.
- Delivered remote customer support and customized Gateway Server configurations to meet unique client network requirements.
- Collaborated with network team to **escalate and resolve complex WAN/LAN connectivity issues** in enterprise environments.

Alorica

Jan. 2018 - Dec. 2019

Service Desk Analyst

- Alorica is a leading customer experience management company, providing comprehensive technical support and IT services to global clients.
- Provided technical support in a corporate setting, handling user account management and troubleshooting WFH users remotely via Citrix.
- Managed user accounts and rights through **Active Directory** and created tickets in **ServiceNow** for issue tracking.
- **Troubleshoot issues** in VPN and Citrix environments, **providing solutions and escalating unresolved cases** to IT Specialist.

EDUCATION

University of Perpetual Help System

Laguna, Philippines

Bachelor of Science in Information Technology

Graduated: March 2017

TECHNICAL SKILLS

- **Languages & Frameworks:** JavaScript, TypeScript, React, Java, Spring Boot, Python, HTML, CSS
- **Cloud & DevOps:** AWS (Lambda, API Gateway, CloudWatch, DynamoDB, Athena), Jenkins, Docker
- **Testing:** Selenium, TestNG, JUnit
- **Tools:** Git, GitLab, VS Code, IntelliJ, Postman, Jira, ServiceNow
- **Methodologies:** Agile Scrum, CI/CD, RESTful API Integration, Automation, TDD

INTERESTS

- **Gaming (Campaign-based/Online Multiplayer)**
- **PC Building / Assembly**
- **Watching Anime and Kdrama**
- **Reading Manga and Manhwa**