

Josemari Masangkay V

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PROFESSIONAL SUMMARY

Entry level developer with strong hands-on experience in application support, API integration, full stack development and automation scripting using Python, and Java. Skilled in building responsive web applications with React, JavaScript, HTML, CSS and Java Spring boot, and developing automated test scripts with Selenium, TestNG, and Maven. Proficient in using AWS services like CloudWatch, DynamoDB, and Athena for data extraction, monitoring, and automation tasks. Familiar with Agile Scrum methodologies, version control with Git, and collaborative development in CI/CD environments. Known for problem-solving, attention to detail, and the ability to quickly adapt to new technologies and development too

WORK EXPERIENCE

NCS Group

Python RPA Developer

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.

Front End Developer

Jun. 2024 -Sep. 2024

- Develops and maintains responsive user interfaces using React, integrating with **REST API** and processing **JSON** data for seamless interaction between front end and back end systems.
- Proficient in **React, TypeScript, JavaScript, HTML, and CSS** for **front end development**, **Java** and **Spring Boot** for building and managing server-side logic.
- Worked with **MySQL databases** to fetch and display data on the front end, ensuring smooth data flow and interaction between the front-end and the database.
- Managed code changes using **Git** and participated in code reviews.

QA Automation Developer

Jun. 2024 -Sep. 2024

- Create and manage manual and automated test scripts with **Java, Selenium, Maven, and TestNG**, improving test coverage and enabling efficient regression testing
- Managed test scripts using **Git** version control for better collaboration and workflow efficiency.

L2 Application Support Analyst

Mar. 2023 –May 2024

- Acted as a second-level support for complex **API** issues in **middleware**, working with back end teams to troubleshoot, analyze performance issues, implement preventive measures, and ensure smooth integration between front end application and **RESTful APIs**.
- Used **API endpoint documentation to analyze and troubleshoot issues, identifying root causes**.
- **Monitored API performance** of middleware using **AWS Cloudwatch**, improving application functionality.
- Developed **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.
- Utilized AWS to extract personally identifiable information (PII) from SIM card registrations, with approval from senior management.

ANTlabs

Jan. 2020 - Mar. 2023

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

Bachelor Science in Information Technology

Laguna, Philippines

June 2013 – March 2018

TECHNICAL SKILLS & INTERESTS

- **Languages:** JavaScript, Python, Java, TypeScript, PHP, React, HTML, CSS
- **Frameworks:** React, Vite, Spring / Spring Boot, TestNG, Apache Maven
- **Automation & Scripting:** Python RPA, Bash Script, Shell Scripting
- **Developer Tools:** Visual studio Code, IntelliJ IDEA IDE, Docker, Eclipse IDE, Git Bash, Postman.
- **Version Control:** Git
- **Software/Web App:** ServiceNow, Confluence, Google Appsheet, Jira, Jenkins
- **Additional Core Skills:** Root cause analysis, Troubleshooting and issue escalation, Team collaboration, Meeting SLAs (Service Level Agreements), Technical Support, IT Troubleshooting, Computer Literacy, Hardware and Software Diagnosis, Adaptability in dynamic situations, Decision-making under pressure, Active listening, Knowledge of company products/services, Attention to detail, Patience and resilience, Experience with remote customer support tools.
- **Interests:** Gaming Campaign-based/Online Multiplayer, PC Building / PC Assembly and performance tuning, Watching Anime and Kdrama, Reading Manga and Manhwa, Cooking.