

# Joshua Vicente

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## WORK EXPERIENCE

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### Nalagenetics Pte Ltd

**Jul. 2022 – Aug. 2023**

*Software Engineer (Front-End)*

*Singapore*

- Developed a scalable, high-availability product web portal and company website that handled users with minimal downtime. E.g. (<https://www.nalagenetics.com>).
  - Developed a visually appealing and functional company website while implementing SEO strategies to enhance online presence.
  - Implemented and maintained software using JavaScript, TypeScript, HTML, SASS, and Git with the Angular framework. Collaborated on backend API integrations to enable data exchange and enhance application functionality.
  - Used Figma to collaborate with UI/UX engineers to create wireframes for designing and prototyping user interfaces, enabling efficient and collaborative development processes.
  - Performed code reviews for pull requests using Bitbucket to minimize potential bugs before QA testing.
  - Conducted bug fixes during development, UAT, or production phases (if any) while collaborating with QA engineers and product managers to replicate issues and devise efficient solutions.
  - Handled documentations such as impact assessments or study plans describing directives, features, or changes to applications, and used Jira/Atlassian for project management and task allocations.

### Nalagenetics Pte Ltd

**Sep. 2021 – Jun. 2022**

*IT Support Engineer*

*Singapore*

- Manage the physical and virtual IT assets in the office as well as user accounts.
  - Provided physical and virtual access in the company, such as laptops, peripherals, account creations, MySQL, Amazon Web Services (AWS) such as Elastic Compute Cloud (EC2) and Simple Storage Service (S3).
  - Designed and created IT Helpdesk using Jira to assist users with their issues whenever a ticket was raised.
  - Assisted COO and IT Managers in finding IT solutions to improve company efficiency.
  - Managed onboarding and offboarding of users.
- Complied with ISO global standards (ISO 27001 Information Security Management and ISO 13485 Quality Management for Medical Devices).
  - Assist IT Manager to write up and review security policies for the company.
  - Managed the internal and external audits to ensure the company has non-conformities.
  - Follows proper documentation and certification of the IT assets in the company which is compliant to ISO 13485.

## **GEODIS Asia Pacific**

**Aug. 2020 – May. 2021**

### *Regional IT Project Specialist*

*Singapore*

- Worked with Software Application, IT Infrastructure, and IT Service-Management departments on APAC-level projects.
  - Led high-level projects such as ITSM Continuous Service Improvement, collaborating with country IT managers to improve efficiency, cost, and resolution time of IT support teams across 14 countries in Asia-Pacific.
  - Assisted on projects for Demand Management and Server/PC Migrations in APAC level.
- Assisted CIO in monthly board meetings, updating progress of ongoing projects, analyzing workload of APAC IT resources, and producing minutes on bi-weekly IT updates with Regional IT Team.

## **EDUCATION**

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### **University of Wollongong, Australia**

**Apr. 2020**

#### *Bachelor of Business Information Systems, Computer Science*

*Singapore*

- Awarded credit for performance in a 6-month long, final year project that demonstrated web and mobile applications with a team of 4. Languages used in the applications were mainly ASP.NET, HTML, CSS and MySQL.
- Alumnus of the Singapore Institute of Management Dragon Boat Team, as both a former athlete rower and coxswain. I proudly represented my tertiary institution and participated in international competitions, such as the World Dragonboat University Games held in Guizhou, China.

### **Kaplan Higher Education**

**Feb. 2014**

#### *Diploma in Information Technology*

*Singapore*

## **CERTIFICATIONS, SKILLS & INTERESTS**

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- **Skills:** Angular; TypeScript; JavaScript; HTML; SASS; SCSS; Git; Bitbucket; SourceTree; Jira; Figma; AWS (EC2 & S3); Information Security Management; Information Systems; IT Service Management; Project Management; UI/UX; ASP.NET; C++; MySQL; Adobe Premiere; Adobe Photoshop
- **Interests:** Gaming; Forex Trading; Gym; Football; Anime; Tech; Travelling