

Juan Carlos Ugale

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SUMMARY

Reliable and detail-oriented IT professional with experience in technical support, customer service, and backend operations. Proficient in Integration of Software Solutions, remote troubleshooting, ticketing systems, and automation tools. Strong communication skills, time management, and adaptability in fast-paced virtual environments.

EXPERIENCE

NOAH Business Applications

April 2025 - Present

Integrations and Deployment Specialist

- Administered databases including the integration and testing in various testing and live environments for the different clients of the company.
- Developed automation scripts in order to streamline the deployment of software solutions in testing and live environments.
- Executed Level 1 support to various clients' concerns regarding web application and user access observing prompt responses and resolutions.

Teleperformance

September 2024 - March 2025

IT Engineer

- Managed various software and hardware issues through detail-oriented analysis and resolution-driven troubleshooting.
- Actively contributed to the management of tickets utilizing Service Now observing proper prioritization and time management.
- Utilized PowerShell and Command Line to provide scripts to remotely resolve issues, gather relevant data, and manage software distribution.
- Demonstrated diverse knowledge in hardware technologies in order to diagnose issues and proper troubleshooting to provide resolution.

Advanced World Systems Inc

January 2024 - May 2024

Intern (Backend Developer)

- Utilized TypeScript and NestJs framework while observing being detail-oriented in order to develop backend functionalities such as sorting of data, data retrieval, account customization, and admin tasks.
- Actively contributed to the development and deployment of a business analytics system, observing proper backend development and data privacy practices to ensure the quality and security of the project.
- Observed accuracy in data entry by actively contributing to the migration of data.

Naduma Enterprises Inc

May 2023 - January 2024

Sales Representative

- Provided quality service and accommodation to customers by observing proper communication skills and management of the store.
- Observed efficiency and accuracy in data entry by actively contributing to the migration of sales data and inventory.

PROJECTS

RECOMED: A Patient Records and Appointment Queueing System

Capstone Project

- Demonstrated proper coding standards and practices which ensured the full functionality and efficiency of the system to exceed the expectations of the client.
- Assumed the key-role as the leader of the back-end development, practicing proper time-management, prioritization, and communication amongst the team which fortified the successful integration and deployment of the fully functional system.

Machine Aided Detection and Classification of PCOS

Data Mining Project

- Forefront of the development of scripts, algorithms, and training of predictive models, ensuring that the system had accurate and reliable predictions.
- Observed extensive research to ensure the uniqueness and efficiency of the system compared to similar studies.

KIBO: SOS Made Easy

Technopreneurship Project

- Spearheaded the design, planning, and development of the project, ensuring the success and quality of the system.
- Assumed the key role as the leader of the team, observed leadership to ensure the productivity of the group and the success of the project.

TECHNICAL SKILLS

- **Programming Languages:** C#, Java, Python, TypeScript, PHP
- **Web Development:** HTML5, JavaScript, NestJs, WampServer
- **Data Management:** SQL, MySQL, PhpMyAdmin
- **Cloud Technologies:** AWS Identity and Access Management
- **Others:** Service Now, ClickUp, Git, GitHub, Powershell, SQL, Computer Diagnostics, Jenkins, Computer Hardware Assembly, AnyDesk

EDUCATION

Saint Louis University

Baguio City

Bachelor of Science in Information Technology

- Dean's Lister
- Loyalty Awardee
- Represented the university in the Innovation Generation Smart Sweep Season 3, garnering the top 50 nation-wide.

ADDITIONAL INFORMATION


Interests

- Cryptocurrency
- Video Games
- Cloud Technology
- Artificial Intelligence
- Business

Languages

- English
- Tagalog
- Ilocano

I certify that the information stated above is true and correct to the best of my knowledge and belief.


Juan Carlos Ugale
Applicant