Elesalde V. Regato

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Objective

Detail-oriented, organized and meticulous employee. Works at fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success. Team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Experience

- **Global Process Manager Inc. - Impartner**   July 2024 - Present
  Technical Customer Support Specialist
  - Migrating the client's classic aspx portal into Partner Experience application.
  - Creating a self-configurable application that aligns in client's business processes.
  - L1 - Ticket Support for inquiries, bugs, enhancement, and product ideas dashboard.
  - Project Management as a Service (PMaaS)
  - Content Management Solutions (CMS)
  - Customer Relationship Management (CRM)
  - Partner Relationship Management (PRM)

- **WeSupport Inc. - PRULIFE UK**   March 2022 - July 2024
  Web Developer
  - L3 - Application Support
  - Oracle SQL Developer, Microsoft SQL Server, Extract-Transform-Load (ETL), PL/SQL, Stored Procedure (SP), Web Services, Azure DLP - ETL - Cloud SMTP , SQL Server Integration Services (SSIS).
  - Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability, and performance.
  - Designed enhancements and updates for subsystems of end-user applications software running on local, networked and Internet-based platforms.
  - Tested methodology with writing and execution of test plans, debugging and testing scripts and tools.
  - Developed technical solutions required to accommodate specific user-facing assets
  - Multi-tasked across multiple functions and roles to meet deadlines and organizational expectations.
  - Implemented changes and integrated requested elements to streamline business operations.
  - Conducted tests to identify issues and make necessary modifications.
  - Developed and updated databases to handle customer data.

  - Evaluated, designed, implemented and modified databases and database applications.
  - Developed scripts and processes for data integration and maintenance.
  - Built databases and table structures for web applications.

- **Manpower for Advertising Services Agency - UNILAB**   November 2021 - March 2022
  Account Handler
  - Demonstrated creativity and resourcefulness through the development of innovative solutions.
  - Built and strengthened long-lasting client relationships based on accurate price quotes and customercentric terms.
  - Educated clients on new products or services to increase customer engagement with brand.
  - Maintained current knowledge of evolving changes in marketplace.
  - Trained new employees on customer service, money handling and organizing strategies.
  - Monitored service after sale and implemented quick and effective problem resolutions.

Education

- **Eastern Visayas State University**   2020
  Bachelor of Science in Information Technology

Skills

- Oracle SQL Developer
- Microsoft SQL Server

- PHP (Laravel Framework, Vanilla)
- HTML and CSS
- JavaScript (Ext Js / Sencha)
- PL/SQL
- L1 & L3 - Application Support
- Web Development

Projects

- **Zachmatic and Cloudlife Point of sale system**
  Cloudlife Point of sale system that records, tracks, and monitor the inbound and outbound of their inventory and sales in daily basis.
- **Silhag Kultura Gallery and Bidding system**
  Designed a website that allows local artist in carigara leyte to exhibit and sell their artworks online
- **Eastern Visayas State University Online Payroll System for Part time Employees**
  User-friendly and accessible online.Store information of part-time employees, track their daily attendance and monitor their accurate payroll and net income. Tracks and records the deductions,loans, and even advance payment.

Reference

- **Jamie Anne Jarilla - WeSupport Inc. - WeSupport Inc.**
  Software Engineer
  +639617372029

- **Joe Marie De Mesa - AXXA**
  Web Developer
  +639297248341