

LEONILLO SANTIAGO III

A detail and solution-oriented IT professional with experience in web and native applications. I am currently studying Networking to further develop my skillset in navigating the ever-changing trends in the field of technology.

EDUCATION

Network Services Technician

Red River College Polytechnic | August 2021 - Present

Currently learning about Network Administration at a Small Office-Home Office (SoHo) level. It involves basic device configuration and troubleshooting, ensuring quality of service for all devices within the network, and handling both the software and hardware to improve network services.

BS Computer Science

De La Salle Lipa | August 2016 – July 2019

Receiving a cumulative GPA of 1.75 (equivalent to 89-91%), I learned logical and theoretical concepts in the field of Computer Science. Heavily focused on current market trends, studying how business processes work and how software is a gateway to making it successful.

SKILLS

- SAP MDM
- Network Administration
- Software Testing
- Data Management
- HTML, CSS, and PHP
- Microsoft Office
- Detail-oriented
- Team player
- Written & Oral Communication
- Bilingual (Tagalog & English)
- Adaptable
- Interpersonal skills

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POSITIONS HELD

Technology Consultant

DXC Technology | Feb 2020 - April 2021

Maintained pricing data integrity for an international manufacturing and marketing company using ERP programs such as ServiceNow and mainly SAP MDM. Had familiarity in the business process to answer queries and take actions to requests made by clients. My responsibilities also expanded in the following areas:

- Generated daily reports regarding workflow and backlogs
- Generated monthly reports for team productivity and progression
- Monitored pricing data changes within the system and immediately corrected it once it was determined to be an error
- Responsible for doing the data quality checks every day and week to make sure pricing information entered into the system were accurate and precise
- Loaded prices into the system and ensured no errors were present, avoiding any data discrepancy
- Created documentation for both new and outdated processes for audit purposes
- Led the pricing team for the quarterly pricing resync

Software Quality Assurance Intern

Deltek | Jun - Sept 2019

Ensured the company's software application were free from any errors and bugs before the specified product launch, and this was done by using proprietary QA testing program. I was also involved in various projects which expanded the range of my tasks that included:

- The creation of Object Mapping scripts for CRUD (Create, Read, Update and Delete) Testing and documenting any bugs encountered;
- Step-by-step recreation of bugs;
- Verifying recreated bugs; and
- Participated in Peer Testing where I ran the team's test scripts to confirm if the process was done correctly.

ACTIVITIES AND RECOGNITIONS

- **British Council** - Recognized as one of the IELTS Champs for attaining a band 8.0/9.0 in the IELTS Assessment, an international standardized test for non-native English speakers.
- **Deltek** - Received awards namely: Defect Chaser Award, Perfect Attendance Award, and Internship Excellence Award.
- **De La Salle Lipa** - Included in the Dean's List (2017 - 2019)
- **Industry Visit** - During college, I had the opportunity to visit and learn about how the tech industry works (Nokia, Cisco, DXC Technology, etc.)
- **Volunteering** - Helped the church distribute relief goods to people affected by the Taal Volcano explosion in 2020
- **Projects** - Created a thesis project for a local travel business and implemented a reservation system for them, created the UI for my home town's local college and created my personal website