LEONILO L. SANTIAGO III

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EXPERIENCE

Technology Consultant   Feb 2020 – Apr 2021
DXC Technology | Manila, Philippines

Maintained pricing data integrity for an international manufacturing company using ERP software like ServiceNow and SAP MDM. Answered queries and fulfilled data management requests from clients about business processes.

Responsibilities:
- Generated daily reports regarding workflows, backlogs, and team productivity and progression
- Responsible for daily and weekly quality checks ensuring all data entered in the system were accurate and precise
- Immediately corrected data errors and inconsistencies encountered in the system
- Loaded Pricing Data into the system
- Created process documents for new and outdated tasks within the team
- Led the pricing team for the Quarterly Pricing Resync
- Assisted in the onboarding of new team members

Software Quality Assurance Intern   Jun 2019 – Sept 2019
Deltek, Inc. | Manila, Philippines

Ensured the company's software application were free from errors and bugs before product launch. This was done by using proprietary QA testing program. Responsibilities included: CRUD Testing, recreation of bugs, verification of recreated bugs, and peer testing.

Key Accomplishments:
- Recipient of the Defect Chaser Award
- Recipient of the Internship Excellence Award
- Recipient of the Perfect Attendance Award

EDUCATION

Network Services Technician   Aug 2021 – Apr 2022
Red River College Polytechnic | Winnipeg, MB

Studied network administration in a SOHO-level environment that involved basic device configuration for switches, routers, servers and various end devices such as VoIP and analog phones, and PCs using physical equipment, VMs and the Packet Tracer application. Equipped with troubleshooting skills and is able to ensure Quality of Service for all devices within the network to maintain network services.

Key Accomplishment:
- Attained a GPA of 4.50

Related Coursework: Network Infrastructures & Principles, Windows and Linux OS, Voice over IP, WLAN Fundamentals, Cabling Design

BS in Computer Sciences   Aug 2016 – Jul 2019
De La Salle Lipa | Lipa, Batangas, Philippines

Key Accomplishments:
- Attained a GPA of 1.75 (equivalent to 89-91%)
- Dean's List Award for 4 consecutive semesters (S.Y. 2017-2019)
- Vice President of ALI (Alliance of Lasallian Innovators), a campus organization
- Thesis Presented: A thesis project for a local travel business and created a reservation system for them

Related Coursework: Web Development, Web Designing, Feasibility Studies, Network Principles, Information Management, Human-Computer Interaction (HCI), Logic and Algorithms, SDLC

KNOWLDEGE AND SKILLS

Technical Skills
LAN, TCP/IP, DHCP, Routing, Switching, Trunking, VLAN Management, ACLs, NAT, VoIP, Client-Server Administration, SAP MDM, ERP Systems, Software Testing, Data Management, Quality Assurance, HTML, CSS, PHP, MySQL, Bootstrap, Microsoft Office 365, Adobe Photoshop, SDLC, Project Management, Virtual Machines

Transferrable Skills
Bilingual (Tagalog and English Fluency), Leadership, Willing to learn, be trained and explore new things, Easily adaptable, Fast learner, Team-player, Detail-oriented

MISCELLANEOUS ACTIVITIES & RECOGNITIONS

- **Certificates Acquired** – General Safety Training (GST) Completion Certificate & Workplace Hazardous Materials Information System (WHMIS) Completion Certificate
- **British Council** – Recognised as one of the IELTS champs for attaining a band of 8.0/9.0 in the IELTS assessment, an international standardized exam for non-native English speakers.
- **Industry Visit** – Had the opportunity to visit numerous companies in the IT industry and learned about the current tech and business trends (Nokia, Cisco, DXC Technology, etc.)
- **Projects** – Proposed a new UI for my hometown college, Tanauan City College and created my personal website
- **Volunteering** – Helped the church distribute relief goods to people affected by the Taal Volcano eruption in 2020.

REFERENCES

Available upon Request