

LEAN PATRICK OBISPO

SOFTWARE ENGINEER

CONTACT

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EDUCATION

2011 - 2015

CITY OF MALABON UNIVERSITY

- Bachelor of Science in Information Technology

SKILLS

SQL

Java

Python

Angular

VBA

C

Back-end

Front-end

IoT

Remote Desktop

IT Support

Tech Support

Data entry

MS Office app

RCA

Customer Support

CERTIFICATES

- Docebo Pro
- MS Azure AZ-900
- RCA Certified

PROJECTS

- BLS Dashboard

SQL

- Scripting tool

VBA

MS Office app

PROFILE

Seeking a challenging IT role where I can leverage my foundational skills in Python, SQL, and Java, along with hands-on experience in back-end and front-end development. Eager to contribute to innovative projects and grow my technical expertise in a dynamic team environment.

WORK EXPERIENCE

Accenture

Dec 2023 - Present

Learning Tech Support Specialist

- Responsible for the structure, maintenance and troubleshooting of the Learning Experience Platform (LXP).
- Supports admins on the creation, curation, and management of learning plans and pathways from various learning content provider.
- Serves as support specialist, answering questions from learners and managers on navigation within the LXP.

Skills:

Tech Support

Data entry

Accenture

Aug 2022 - Nov 2023

Application Support Engineer | Tidal

- Monitor and maintain uptime of the system and IoT devices.
- Perform remote troubleshooting for issues found in the IoT system.
- Analyze and provide meaningful data to customers.
- Provide support/training to the team if necessarily.

Skills:

IT Support

IoT

Data entry

Accenture

Mar 2021 - Jul 2022

Application Support Engineer | BLS

- Diagnosed and resolved technical issues encountered by end users of Google books.
- Effectively manages incoming tickets, ensuring timely resolution, escalation, and adherence to SLAs.
- Created a BLS dashboard powered by SQL to offer a detailed overview of case management, including case counts, closure rates, language distribution, and request types.

Skills:

IT Support

Tech Support

SQL

Accenture

Sep 2020 - Nov 2020

Remote Desktop Support Specialist

- Provided remote support for services such as computer tune-ups, data transfers, device setups, diagnostics, and software troubleshooting.

Skills:

IT Support

Tech Support

Remote Desktop

Accenture

NOV 2018 - MAR 2020

Transaction Processing Associate - Subject Matter Expert

- Supported team members with process-related queries and conducted root cause analysis for processors not meeting client SLAs.
- Led team huddles to update on process changes.
- Performed data verification, audited entries for accuracy, and assisted with audit preparations.
- Developed a 'Scripting File' tool using MS Excel VBA to streamline operations.

Skills:

Customer Support

RCA

VBA

Data entry

MS Office app