

**Mary Angel Cagulada**

Manila, Philippines

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Portfolio: <https://astounding-blancmange-1f7dfd.netlify.app/>

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**Professional Summary**

Self-motivated and detail-oriented ICT Specialist and self-taught React Developer with years of professional experience in ERP systems (SAP ECC, Oracle NetSuite), business analysis, and technical/user support. Holds a Bachelor's in Accountancy, with a strong foundation in financial reporting and systems integration. Recently transitioned into frontend development, combining analytical skills with modern web technologies such as JavaScript, React.js, and Tailwind CSS.

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**Technical Skills****Frontend Development**

- Languages & Frameworks: JavaScript (ES6+), React.js, JSX, HTML5, CSS3
- Styling Libraries: Tailwind CSS, Bootstrap, Material-UI
- Build Tools & Version Control: npm, Vite, Git, GitHub
- Development Tools: Visual Studio Code (VS Code)

**ERP & Business Systems**

- ERP Platforms:
- SAP ECC: Modules – FICO, MM, Treasury
- Oracle NetSuite: Supply Chain Management, General System Setup & Navigation
- Custom Integrations: MAIA, FIORI, and other in-house systems

**Data & Reporting Tools**

- Microsoft Excel (Advanced): Pivot Tables, Data Analysis, Macros
- ETL Processes: Experience with data extraction, transformation, and loading
- SAP FI Reports: Custom and standard financial report generation

**Project & Collaboration Tools**

- JIRA: Agile task tracking and sprint planning
- Confluence: Documentation and knowledge sharing
- GitHub & Git: Version control and collaborative workflows

**Professional Methodologies**

- Incident Management & RCA (Root Cause Analysis)
  - Agile & ITIL Practices
  - Business Analysis & Requirements Gathering
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**Professional Experience****ICT Technical/User Support (Tier 2)****International Organization for Migration (IOM) Mission – MAC**

*August 2020 – February 2025*

- Provide Tier 2 support for SAP ECC modules, including FICO (Asset Management, AP/AR, GL), MM, Treasury, and FIORI applications.
- Conduct system testing, troubleshoot issues, and collaborate with cross-functional teams to ensure seamless operations.

**Technical Support Engineer****Oracle NetSuite**

*January 2020 – May 2020*

- Supported Supply Chain Management product line, diagnosing and resolving system issues.
- Reduced ticket resolution times by 20% through proactive root cause analysis.

## Finance Manager

**Aquabosses Inc. | Signature Hospitality Management & Consultancy Services**

*November 2018 – January 2020*

- Prepared regulatory compliance reports (VAT, withholding tax) and monthly Profit & Loss statements.
- Streamlined budget processes, improving fiscal transparency and accountability.

## Business Analyst

**NTT DATA PH**

*June 2018 – September 2018*

- Led the migration of a restaurant chain's Profit and Loss reporting system from Excel to a cloud-based platform.
- Utilized ETL processes for data transmission, enhancing data accessibility for stakeholders.

## External Consultant (Business Functional Analyst)

**Seven Seven Global Services, Inc.**

*February 2017 – March 2018*

- Contributed to the BCBS239 Data Lineage Project under agile methodologies, ensuring compliance with German regulatory standards.
- Improved data sourcing efficiency by 15% through optimized workflows.

## Senior Technical Support

**Gatessoft Corporation**

*January 2014 – June 2016*

- Collaborated with client SMEs on system implementation projects.
- Conducted root cause analysis (RCA) for escalated incidents, improving issue resolution times.

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## Education

**Bachelor of Science in Accountancy**

*Philippine Christian University*

*Graduated: 2013*

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## Certifications

- **React Basics – Meta**
- **Programming with JavaScript – Meta**
- **Developing Websites and Front-ends with Bootstrap – IBM**
- **Introduction to HTML, CSS, & JavaScript - IBM**
- **Oracle NetSuite Essentials Training – Oracle NetSuite**
- **Business Analysis Body of Knowledge (BABOK) – Digileaf Inc**

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## References

Available upon request.