

Mary Ann C. Gomez

09658569500, manngomez33@gmail.com
Mexico , Pampanga

Date of birth

August 20,2000

Nationality

Filipino

Summary

Seeking to leverage my skills and experience to contribute to the company, where I can contribute the success of the company. Eager to learn and develop, acquire new skills and participate in all necessary training and workshops.

Work Experience

Aug 2023 -

Software Engineer Associate / Packaged App Development Associate, Accenture Inc.

May 2024

- ❑ Used complex SQL queries for data manipulation and retrieval, supporting business operations and reporting needs.
- ❑ Customized Oracle PeopleSoft applications by developing and enhancing components using PeopleCode and Application Engine, ensuring alignment with evolving business requirements.
- ❑ Worked on PeopleSoft Financials modules such as Accounts Payable, General Ledger, and Asset Management, supporting accurate financial processes through customization and maintenance of key components.
- ❑ Participated in the full software development lifecycle (SDLC) including build, unit, system, and user acceptance testing (UAT) to ensure application accuracy, stability, and performance.
- ❑ Performed troubleshooting, debugging, and maintenance of software applications to resolve issues and enhance system reliability.
- ❑ Participated in data migration initiatives, ensuring high data accuracy and integrity during system transitions and upgrades.
- ❑ Supported PeopleSoft upgrade projects through code retrofitting, data validation, and testing using Test-Driven Development (TDD) and Feature-Driven Development (FDD) methodologies.
- ❑ Collaborated with **cross-functional teams** to gather requirements, deliver analytical solutions, and implement system enhancements via optimized SQL queries and data models.
- ❑ Completed structured training in:
 - PL/SQL Bootcamp (Advanced data querying and performance tuning)
 - PeopleSoft Bootcamp (Enterprise data management and reporting)
 - Accenture Technology Analyst School (ATAS) (Agile, DevOps, and systems analysis)
- ❑ Applied Agile methodologies in project delivery, enabling iterative improvements and rapid adaptation to changing business needs.
- ❑ Contributed to data quality assurance, collaborating with QA teams to validate data accuracy and resolve inconsistencies.
- ❑ Supported critical ITIL processes, including:
 - **Incident Management** – Quick resolution of system issues
 - **Change Management** – Controlled updates and code deployments
 - **Problem Management** – Root cause analysis and long-term fixes
- ❑ Acquired and applied knowledge in:
 - Data Analysis & Visualization
 - Work & Capacity Management
 - Risk & Change Management
 - Service Request & Operations Management

Nov 2021 - Jan 2023	Customer Service Representative ,24/7 Customer Philippines
	<ul style="list-style-type: none"> □ Provided high-quality customer support to U.S.-based clients, consistently delivering timely and effective resolutions to inquiries and service issues. □ Utilized probing techniques and active listening skills to accurately understand customer concerns and deliver personalized solutions. □ Recognized as a Top Performer in the <i>Repair Care</i> Line of Business for consistently exceeding performance metrics and maintaining high-quality service standards. □ Maintained Level 4 English fluency, ensuring professional and articulate communication during all client interactions. □ Collaborated with supervisors and team leads to escalate complex issues, reduce resolution times, and improve overall customer experience. □ Maintained detailed records of interactions, issues, and resolutions, ensuring transparency and continuity in support operations. □ Demonstrated soft selling techniques to promote relevant products and services while addressing customer pain points, contributing to increased customer satisfaction and retention.

Education	
April 2019 – July 2023	Bachelor of Science in Electronics Engineering, Don Honorio Ventura State University (Pampanga State University)

Certifications	
September 2023	Oracle Cloud Infrastructure 2023 Certified Foundations Associate
October 2023	Oracle Cloud Data Management 2023 Certified Foundations Associate
October 2023	Oracle Database SQL Certified Associate
September 2025	The Complete Full-Stack Development Bootcamp
October 2025	Data Analysts Toolbox: Excel, SQL, Python, Power BI,

Trainings/Seminars	
October 2023 - December 2023	PeopleSoft Bootcamp
August 2023 - September 2023	PL/SQL Bootcamp
September 2025	The Complete Full-Stack Development Bootcamp
October 2025	Data Analysts Toolbox: Excel, SQL, Python, Power BI, Tableau Bootcamp

Skills	
--------	--

Communication Skills	Expert	Quick learner	Expert
Attention to detail	Expert	Time management	Expert
Teamwork	Expert	Oracle Peoplesoft	Experienced
SQL and MySQL	Experienced	Microsoft Office (Excel (Functions , Formulas , PIVOTABLE,LOOKUPS , Power Pivot, Power Query) , Word, Powerpoint, Teams)	Experienced
HTML5	Intermediate	JavaScript	Intermediate
CSS	Intermediate	Unix	Intermediate
PL/SQL	Intermediate	Application Designer	Experienced
Unit / System Testing/ UAT	Experienced	Amazon Connect and Ciboodle	Experienced
Operating Systems Troubleshooting	Experienced	Hardware or Software Troubleshooting	Experienced
Autocad	Intermediate	Matlab	Intermediate
Python	Intermediate	Tableau	Intermediate
Power BI	Intermediate	Jupyter Notebook and Pandas	Intermediate

References

Quennie Castaneda (Accenture Inc.)
+639760749112

Hannah Arcena (24/7 Customer Philippines Inc.)
+639691304714