MARY ANN CATU GOMEZ

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## Career Objective

Detail-oriented and adaptable Electronics Engineering graduate with experience in software development and customer service. Seeking to leverage technical skills and strong communication abilities in a challenging role that drives business success and professional growth.

## Educational Background

**Bachelor of Science in Electronics Engineering**

Don Honorio Ventura State University – Bacolor, Pampanga (2019 – 2023)

**Senior High School – TVL: Information Technology**

Don Jesus Gonzales High School – Mexico, Pampanga (2017 – 2019) | With Honors

**Junior High School**

Don Jesus Gonzales High School – Mexico, Pampanga (Graduated: April 5, 2017) | With Honors

**Elementary**

M. Nepomuceno Elementary School – Angeles City, Pampanga (Graduated: March 25, 2013) | With Honors

## Work Experience

**Manager**  
Ablaze Thrift Official — Pampanga , Philippines ( August 2024 – Present)

* Founded and managed a successful thrift business offering curated, affordable fashion while promoting sustainable shopping.
* Handled day-to-day operations including sourcing, inventory management, customer service, and order fulfillment.
* Created and executed marketing strategies across social media to grow online presence and boost sales.
* Designed eye-catching product listings and store visuals to attract and retain customers.
* Analyzed sales data and trends to guide pricing, promotions, and restocking decisions.
* Managed budgeting, bookkeeping, and financial tracking to ensure profitability.

**Associate Software Engineer**

Accenture Inc. – Taguig, Philippines (August 2023 – May 2024)

* Developed and supported Oracle PeopleSoft applications, customizing modules using PeopleCode and Application Engine, and writing complex SQL and PL/SQL queries for efficient data manipulation.
* Contributed to PeopleSoft upgrade projects by retrofitting code, conducting build, unit, and system testing using Test-Driven Development (TDD) and Feature-Driven Development (FDD) methodologies to ensure high-quality deliverables.
* Collaborated with cross-functional teams to gather requirements, design enhancements, and implement integrations between PeopleSoft and other enterprise systems.
* Completed intensive training programs including Accenture Technology Analyst School (ATAS), PeopleSoft Bootcamp, and PL/SQL Bootcamp, gaining expertise in Agile Methodologies, DevOps, PeopleCode, Application Designer, and Unix/Cygwin environments.
* Applied Agile methodologies to manage software development projects, enabling iterative delivery, continuous improvement, and rapid adaptation to changing requirements.
* Supported key Information Technology Infrastructure Library (ITIL) processes including incident management, change control, and problem resolution, ensuring system stability, minimizing downtime, and enhancing end-user satisfaction.
* Documented technical processes, test cases, and system behaviors, facilitating knowledge sharing and improving operational efficiency across teams.

**Customer Service Representative – Sales/Retail Account (US-based)**

24/7 Customer Philippines (November 2021 – January 2023)

Delivered high-quality customer support to US clients with a focus on resolving inquiries efficiently.

* Utilized effective probing techniques and active listening to understand and meet customer needs.
* Applied soft selling skills to promote products while resolving service concerns.
* Recognized as Top Performer in the Repair Care Line of Business for consistent top performance.
* Maintained fluent English communication (Level 4 fluency) for professional client interactions.
* Collaborated with supervisors to escalate complex issues and enhance resolution times.

## Technical Skills

Programming Languages & Web Technologies

* HTML
* HTML5
* CSS / CSS3 (including Flexbox, Grid)
* JavaScript (ES6+)
* PL/SQL
* SQL
* Unix/Linux (shell scripting basics)
* PeopleCode

Tools & Libraries

* Bootstrap 4 (CSS framework)
* Node.js (JavaScript runtime)
* Express.js (Node.js web framework)
* MongoDB (NoSQL database)
* Mongoose (MongoDB ODM)
* EJS (Templating engine)
* Passport.js (Authentication middleware)
* ESLint (Code linter)
* Git (Version control)
* NPM (Package manager)
* Microsoft Office (Excel, Word, PowerPoint)
* Microsoft Teams
* Microsoft SharePoint
* SQL Developer
* AutoCAD
* Canva
* CapCut
* Cygwin64
* Visual Studio Code
* GitHub

Platforms

* Oracle PeopleSoft
* Application Designer (PeopleSoft development tool)
* Application Engine (PeopleSoft batch processing tool)
* GitHub (code hosting & collaboration)
* Heroku (web app deployment)

## Certifications & Trainings

* Complete Full Stack Web Development Bootcamp (Angela Yu – Udemy) – Completed 2025
* Oracle Cloud Infrastructure 2023 Certified Foundations Associate – September 2023
* Oracle Cloud Data Management 2023 Certified Foundations Associate – October 2023
* Oracle Database SQL Certified Associate – October 2023
* PeopleSoft Bootcamp – October to December 2023
* PL/SQL Bootcamp – August to September 2023

## Awards & Achievements

* With Honors – Elementary, Junior High, and Senior High School
* Top Performer – Repair Care Line of Business (24/7 Customer Philippines)

## Core Competencies

* Strong analytical and problem-solving skills
* Excellent verbal and written communication
* Ability to manage multiple priorities in fast-paced environments
* Proficient in software development ,documentation and system testing
* Adaptable, collaborative, and self-motivated
* Skilled in customer service, complaint handling, and rapport-building

## Declaration

I hereby certify that the information provided above is true and correct to the best of my knowledge and belief.

MARY ANN CATU GOMEZ

Applicant