**LEMUEL PATRICK B. TAEZA**

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31 years old                         5’8”                                           Married

March 13, 1986                   175 lbs                                        Filipino

**Career Objective:** To pursue a profession where I can grow as a software developer by applying

hardwork and diligence while continuing to learn new things, exercise my skills, and

work for a company that recognizes and rewards my talents and passion for development.

**Education:**                  Ateneo de Manila University - Bachelor of Arts (June 2002 – March 2006)

Full time seminarian scholar

**Language Spoken:**English, Filipino, Ilocano

basic Spanish, Mandarin, and Nihonggo (elective courses in college)

**Skills:**

* 5 years experience coding and developing Java web and Android applications
* Strong at Java SE and Java EE
* Familiar with Spring Framework, Spring MVC, Spring Security
* Knowledgeable with HTML, XML, JSON, CSS and various Javascript Libraries

such as AngularJS, RequireJS, Jquery

Experience with SQL using MySQL, MsSQL, Postgres, and SQLite databases.

Experience with Jasper Reports

* Familiar with development tools such as Eclipse IDE, Netbeans, Android Studio
* Outstanding analytical, debugging, problem solving skills
* Excels at troubleshooting routers and network configurations, operating systems and software issues.
* Excellent track record in attendance and punctuality
* Collaborated with different cultures across the world with colleagues in Japan, UK, and USA.
* Expert typing skills at 90 words/minute;

**Work-Related Experiences:**

**Primover Consultancy Services:**

**July 2017-present:** IT Java Developer

* + - developed and supports a web/ web service application used by Banco De Oro employees to track reports and administer report access rights to other users.

**Thomson Reuters Corporation:**

Project: Developed and maintained an Android app used by colleagues in the Manila office to automatically fetch a listing of transporation schedules for the hour.

**February 2012-June 2017:** Intellectual Property Solutions Support

* + - Contacted by clients to troubleshoot issues with the Thomson Reuters Intellectualy Property

Division products

* + - Coordinates with developers to recreate bugs reported by customers and communicates back to clients when fixes are available
    - Coordinates with account representatives and product managers for client enhancement requests and suggestions
    - Conducts product testing before major releases to identify potential bugs
    - Responsible for generating reports of the metrics for the whole team
    - Answers customer queries on how to conduct searches for patents using the Thomson Reuters products

**October 2010 – February 2012:**  Westlaw Legal Services L1 Support :

* + - Responsible for troubleshooting and fixing issues with Thomson Reuters Legal Division software and web products.
    - Resolved issues and pacified customer frustations using excellent customer service skills, complex problem solving skills, technical thinking/reasoning skills, and a high level of individual discretion to ensure outcomes of customer satisfaction

**Stream Global Solutions**

**January 2010 – October 2010:** Dell Technical Support Representative

* + - Provided functional and technical support, troubleshooting and diagnosing hardware and software problems on Dell desktop and portable systems
    - Performed system installation, repair and maintenance on Dell systems
    - Processed and replace hardware components base on logical troubleshooting
    - Provided expert opinion on end user’s inquiry regarding the latest technology offered on Dell System

**October 2007 – December 2009:** Product Specialist/Assistant Supervisor

* + - Responsible for coaching teammates, discussing their scores to address strengths

and areas for improvement

* + - Received escalated customer complaints and served as the expert in providing solutions for issues
    - Responsible for approving replacements and onsite support installations
    - Trained new hires regarding product technical specifications, troubleshooting guides, and customer handling tips

**January 2006 - October 2007:**  Vonage Technical Support Levels 1,2;

* + - Provided front line support for Vonage Modems and Routers utilizing Voip technology
    - Troubleshooting of internet connectivity and phone installations
    - Level 2 handling escalated issues where Level1 is unable to resolve

**Personal Interests**:

* Competing in Coding Challenges in codefights.com

(one of the top coders in the Philippines having beaten all Bots and Arcade levels)

* Creating personal apps on Android for my son,friends, and colleagues to use
* Tinkering with computer hardware and software
* Solving diferent puzzles such as Sudoku, CrossWord, Rubics, etc..
* Playing different musical instruments such as piano, guitar, harmonica, etc..
* Reading fiction novels, comics, and manga
* Drawing portraits and figures

**References**:                Shay Hamilton - Potter,

Director, IP Solutions Customer Experience and Education,

Thomson Reuters, Eagan, Minnesota

Joan Panagution

Manager , IP Solutions Department

Thomson Reuters, Taguig, Manila