WORK EXPERIENCE SHEET

- Duration: August 31, 2011 - present
- Position: Senior Software Engineer
- Name of Office/Unit: System Maintenance Department
- Immediate Supervisor: Alejandro Sison
- Name of Agency/Organization and Location: AEON Credit Service Systems Philippines Inc., BGC, Taguig

  - List of Accomplishments and Contributions (if any)

    - Developed and implemented Visa Issuing for AEON Credit Service Indonesia
    - Developed and implemented Visa Issuing for AEON Credit Service Cambodia
    - Developed and Implemented PIN Change thru IVR (ACS Indonesia)
    - Developed and implemented Billing Inquiry and Points Inquiry thru IVR (ACS Cambodia)
    - Developed and implemented mVisa payment (ACS Cambodia)
    - Supervised team for project completion
    - Produced monthly reports for server memory and swap usages
    - Designed training program for AS400 boot camp trainees

  - Summary of Actual Duties

    - Software Design
      Conduct design and analysis for project requirements

    - Software Development
      Support development, delivery and management of solutions provided by senior team members by writing codes according to the specifications by the immediate supervisor to conform to the required system performance metrics

    - Software Testing Evaluation
      Perform coding, testing and implement configuration changes of software applications to satisfy functional and technical requirements
      Create test scripts for unit testing, test and debug programs and consult immediate supervisor to assure accuracy and completeness

    - Software Maintenance
      Provide onsite/offsite technical support as necessary
      Coordinate with tester and support personnel as needed to determine system problems and develop fix as necessary

    - Documentation
      Document any changes made to programs, design, tables and procedures
      Assist in preparation of detailed design documentation and operation documentation

- Project Management

  Ensure projects are delivered on time, within allocated man hours and within scope

- Customer Support

  Investigate and/or resolve customer queries, technical support queries, and issues with guidance of supervisors

  Actively communicate with clients to understand requirements

  Monitor, review and analyze the inquiries received from clients

- Self-Development

  Actively participate in technical and soft skills training provided by the organization

  Broaden business knowledge of the ACSS industry and solutions

- Team Engagement and Development

  Assist in coaching and mentoring of junior team members

<u>   Michael C.J. T. Santillan   </u>

(Signature over Printed Name

of Employee/Applicant)

Date: October 4, 2018