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| ***WORK EXPERIENCE SHEET*** |
| ***Instructions: 1.*** *Include only the work experiences relevant to the position being applied for.*  *2. The**duration should include start and finish dates, if known, month in abbreviated form, if known, and year in full. For the current position, use the word Present, e.g., 1998-Present. Work experience should be listed starting with the most recent/present employment* |
| * 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 |

***Attachment to CS Form No. 212***

Michael C.J. T. Santillan

(Signature over Printed Name

of Employee/Applicant)

Date: October 4, 2018