MP

MIGUEL PASCUAL

Miguelpascual.life@gmail.com | 204-881-6934 | Winnipeg MB

Experience

Software Development, Automation, Web and E-Commerce Development, Operations Management, Process Optimization, Strategic Planning, API Integration, System Performance Optimization, Testing, Deployment, Continuous Delivery
Industry Expertise: Artificial Intelligence, Financial Services, Banking, E-Commerce, Retail, Media, Multimedia Production, IT Consulting, Digital Transformation

Technologies

PEGA, Postman, Swagger, C#, C++, Java, Python, TypeScript, JavaScript, NodeJS, WordPress, Shopify, Unity3D, Playwright, Selenium, MySQL, Oracle, Kibana, Grafana, Elastic Search, Pandas, Power BI, R, Tableau, Jira, Microsoft Project, ServiceNow, Git

Work Experience

Meta | Toronto, ON
Data Analyst (Contract via Tundra)
08/2025 - Current

- Led end to end labeling and audit workstreams that improved annotation accuracy by about 15% and directly strengthened AI model reliability for global user facing products.
- Strengthened quality operations by analyzing error patterns, producing actionable insights and driving workflow changes that cut repeat labeling issues by an estimated 20%.
- Resolved cross team operational blockers by coordinating with engineering, policy and vendor partners which reduced turnaround times for tooling fixes and guideline updates by roughly 30%.
- Enhanced LLaMA and Business Messaging AI performance by designing evaluation rubrics, building targeted prompt tests and validating datasets which helped raise model alignment and response quality across multiple regions.

Freelance | Winnipeg, MB
Web Developer
09/2018 - 08/2025

- Developed 15+ custom websites using WordPress and Shopify, increasing client online visibility and driving an average 30% boost in customer engagement.
- Implemented SEO-optimized strategies and integrated C# .NET backends with SQL Server, resulting in a 25% increase in online sales for e-commerce clients.
- Integrated REST APIs and geo-tagging features on multiple websites, enhancing user interactivity and improving session duration by 20%.
- Redesigned client websites with responsive layouts and modern UI, reducing bounce rates by 18% and improving mobile user experience.

ING Hubs Philippines | Makati, PH
Pega Engineer
10/2021 - 11/2023

- Accelerated production issue resolution by designing and implementing a custom PEGA DX API application, reducing response time by 90% and improving system reliability.
- Automated over 200 regression tests using Playwright and Selenium, reducing production defects by 35% and enhancing software quality.
- Managed deployments across development, staging, and production environments using Microsoft Azure, ensuring seamless releases every sprint with 100% uptime.
- Optimized system performance through API integrations and workflow enhancements, improving operational efficiency by 20% and reducing manual intervention in core banking processes.

Education and Training

Red River College Polytechnic | Winnipeg, MB
Advanced Diploma in Technology Management
08/2024

Adamson University | Manila, PH
Bachelor of Science in Information Technology
05/2020