

# MIGUEL PASCUAL

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## TECHNICAL SKILLS

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**Platform & Application Development** | PEGA, API Development (Postman, Swagger)

**Programming & Scripting Languages** | C#, C++, Java, Python, TypeScript

**Web & Game Development** | NodeJS, JavaScript, WordPress, Shopify, Unity3D

**Automation & Testing** | Playwright, Selenium, Regression Testing

**Data Management & Visualization** | MySQL, Oracle, Kibana, Grafana, Elastic Search

**Project Management & Version Control** | Jira, Microsoft Project, ServiceNow, Git, Subversion

## EXPERIENCE

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### Software Developer | ING Group

Oct 2021 - Nov 2023

- Cut production issue response time from 3 minutes to 0.5 milliseconds by designing, developing, and testing a custom application using PEGA DX API, significantly improving system performance.
- Automated 200+ regression tests using Playwright and Selenium, reducing production defects and enhancing software quality.
- Managed 30+ deployments using Microsoft Azure, delivering smooth releases across dev, staging, and production environments every sprint.

### Web Developer | Freelance

Sept 2018 - Nov 2023

- Developed and optimized 15+ custom websites using WordPress and Shopify, boosting customer engagement and brand visibility for start-up clients.
- Launched SEO-optimized e-commerce platforms, integrating C# .NET and SQL Server for robust backends, resulting in increased online sales.
- Integrated REST APIs and geo-tagging on 5 websites, enhancing user engagement through interactive and location-based features.

### Operations Manager (Consultant) | Foods On The Go Corporation

Aug 2020 - May 2021

- Strengthened supplier partnerships, securing favorable deals for raw materials and equipment, by negotiating with vendors and building strategic relationships.
- Managed day-to-day operations, ensuring smooth coordination and reporting from the operations head, resulting in more efficient processes.
- Enhanced company decision-making by assessing actions for long-term benefits, contributing to the company's sustainable growth.

### Web Developer (Intern) | Make It Happen Multimedia Production

Nov 2019 - Aug 2020

- Built and launched a website for booking inquiries and project submissions, improving client engagement by 30%, by designing and developing a responsive platform tailored to the company's needs.
- Improved social media engagement by around 30%, by creating online graphics, managing posts, and editing promotional videos.
- Designed and managed the company's digital media assets, improving overall project efficiency by 20%, by overseeing the creation and implementation of website content, graphics, and multimedia elements.

### IT Consultant | Life Enrichment Inc.

Nov 2018 - Nov 2019

- Designed a client booking website, leading to approximately 25% more appointments, by developing an accessible online platform for customers.
- Automated client data management by transitioning the company's records from paper to a digital system, significantly improving efficiency and accessibility.
- Established the company's IT infrastructure, reducing downtime significantly, by configuring computers and ensuring all systems were functional from the ground up.

## EDUCATION

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**Red River College Polytechnic** - Advanced Diploma, Technology Management, GPA (3.92)

2024

**Adamson University** - Bachelors of Science, Information Technology

2020

## CERTIFICATION

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**PEGA Academy** - Certified Pega System Architect

2022