**JOHN VINCENT LLEMOS SANTOS**

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**Summary of Qualification**

To make contributions to the organization to the best of my abilities; to develop new skills and share my knowledge while interacting with others and achieving new heights. My ability to work independently or in a team will ensure that my skills in IT will benefit the company.

**Experiences**

**May 2017 – Present – Capgemini Singapore**

***Consultant***

* Working at Standard Chartered Bank as Test Engineer
* Exposure to Agile Methodology
* Execute test cases / scripts / scenarios on schedule (Functional, Systems Integration, and Regression testing), and open defects; Retest after defects are fixed
* Clearly communicate status and defects to developers and team lead.
* Perform assigned work and deliverables on schedule and with high quality
* Experienced tester with very strong teamwork skills
* Experience / Exposure to Test automation with Cucumber, Selenium Webdriver, Java and Ruby.
* Plan, write and execute load tests using Jmeter
* Experience with Git
* Experience with issue tracking systems: JIRA
* Willing to learn and share knowledge

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**June 2016 – May 2017 – Singapore Telecommunications Limited**

***Associate Engineer, Testing***

* Exposure to Agile Methodology
* Support SingTel Project Spring Digital in Marketing by doing SEO/SEM tagging on all the migrated SingTel webpages using Adobe Experience Management (AEM)
* Validate User Acceptance test cases
* Preparation of required test scenarios and test data
* Working closely to the developer to verify that test cases are passed or failed.
* Assist manager to validate all other "edge-case test scenarios"
* Documentation and tracking of all testing related matters
* Validate UAT and BRT webpages for GUI defects.
* Create Defects for GUI through ALM (Application Lifecycle Management) and ensure that the issue is raised and fixed according to the reference UX.
* Support the migration for existing products and services in SingTel website in Adobe Experience Management (AEM) - content management system.

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**July 2014 – April 2016 - Elec-pro Technologies Pte Ltd @ST Electronics Ltd (LSG)**

***Junior Network Engineer (Level 2 Support) Assistant Team Leader***

* Execution of installation/patching of operating system, maintaining and testing of the spares
* Perform Preventive and Corrective maintenance checks for radar system and equipment and other monitoring systems.
* Familiarity with open source tools, monitoring systems, hardware troubleshoot, tracking, resolution, and routine maintenance with security updates
* Monthly Report, Service Report, Repair Request Form, Problem Change Request and some other Forms

**January 2013 – June 2014**

***Junior Network Engineer (Level 1 Support)***

Maintenance of LORADS III Air Traffic Management System

* Provide Level 1 support for Singapore air traffic control on a 24 x 7 pager rotation schedule.
* Provide basic trouble shooting and desktop support to user requirements and deal with issues pertaining to hardware, software and network issues.
* Perform Playback and Dart Report for Air Traffic Controller to investigate air traffic incident.

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**September 2011 – October 2012 - Singapore Press Holdings Pte Ltd.**

***Customer Service Officer***

* Handles inbound and outbound calls such as making appointment, assisting customer feedback and answering queries pertaining to product.
* Register and update customers’ account.
* Reply customer’s appeal via email.
* Perform follow-up customers’ cases to the Team leaders and Management.
* Assist other office administrative duties.
* **Reason of leaving: End Contract.**

**September 2009 – September 2011 - Singapore Armed Forces**

***National Servicemen***

**Trainings**

**November 28, 2016 – Singtel**

***Agile Fundamentals eLearning***

**May 2014 – Kaplan**  ***Implement Operation for Service Excellence***

**January 09, 2013 – February 07, 2013 – Thales**  ***Technical Operator Training Course for the LORADS III Program***

**October 10, 2008 – November 10, 2008 – Informatics Academy Singapore** ***Developing ASP.net Web application using Visual Studio.net***

**Education**

**September 2014 – August 2016 – University of Newcastle, Australia**

* Bachelor of Information Technology major in Software Development & Applications

**September 2008 – August 2009 – Informatics Academy Singapore**

* International Advanced Diploma in Computing

**January 2008 – August 2008 – Informatics Academy Singapore**

* International Diploma in Computing

**Skills**

**Technical:**

* Operating Systems such as Windows, Linux
* Ruby, Java
* Jmeter
* Microsoft Visio for UML diagrams
* Microsoft office (Word, PowerPoint, Excel)
* Microsoft Project for Gantt chart
* System Analysis and Design
* Knowledge on Software Development Life Cycle (SDLC) methodologies like Waterfall, Iterative and Agile.

**Additional Information**

* **Date of Birth: 14 October 1990**
* **Nationality: Singaporean**