



Joshua J L. Piluden

Application Developer

I am a developer who enjoys learning new things. I love creating tools and application even if this require me to work outside my comfort and knowledge set.

Skills

C#

Blazor

Azure

Power Platform

Others

Work Experience

IBM (April 2016 - Present)

I lead the automation initiative in my current project. One notable tool that I introduced using Power Automate is I was able to replicate the current Blueprism Bot that our project utilize to retrieve data from Service Now.Once implemented this tool will reduce the client's current bot annual cost from \$40,000 to \$1,560.

Worked as a developer and support maintaining legacy .NET applications. Apart from .NET I have been tapped to provide enhancements to technologies outside my tech stack such as Cold Fusion, Oracle SOA,PHP and PERL.

My responsibilities as a Hypercare Analyst

Follow up and closure of P2Sx incidents as there will be a high flow during Country deployment and Incident Stabilization is one of the Exit Criteria for Hypercare.

Communicate effectively between Hypercare shifts for a smooth Hypercare Governance and Exit.

Effective coordination between multiple support/vendor groups for proactive/early response to incidents/issues.

Documentation of Incident Analysis and Trigger Cause to ensure identical or similar incidents are prevented in the future releases.

Capture, review and finalize all the relevant Lessons Learnt for better planning and minimizing the risk of future releases.

Accenture (April 2012 - March 2016)

Maintained and enhanced client's HR applications.

Developed a new approach for exporting large amount of data into Excel that greatly reduced download time from 2 hours to 2 mins.

Streamlined batch jobs monitoring through automation.

Converted MS Access tools into Web based applications.

Developed utility tools for colleagues that eliminated 70% of their manual effort.

Maintained project sharepoint site.

Streamlined project internal workflows which resulted in a daily average savings of 1 hour.

Texas Instruments (May 2011 - March 2012)

Maintained HR applications for TI Philippines

Automated weekly generation of OT reports.

Created a windows form tools that help increased the resolution time of level 3 ticket requests.

Created bash scripts for wafer data archiving.

Provided support for level 3 ticket requests.

Personal Projects

Personal Site

Discord BOT Integration

Contacts





