



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)

- Responsible for leading the automation effort in my current project.
- Developed a tool using Power Automate that can replace the current Blueprism bot used in our project to collect ticket data from Service Now. This is projected to significantly reduce the annual bot cost for our client, from \$40,000 down to \$1,560.
- Implemented automation for sending notifications in Power Automate, which eliminates the need for manual monitoring of tickets and sending alert notifications to leadership.
- Ceated various PowerBi dashboards and reports. Utilized data visualization techniques to effectively communicate complex information to stakeholders.
- Enhanced and maintained legacy applications such as ASP Classic, Cold Fusion, Oracle SOA,PHP and PERL.

My responsibilities as a Hypercare Analyst

- Responsible for following up on and resolving P2Sx incidents, as there will be a high volume during the deployment of the country and incident stabilization is a requirement for exiting the Hypercare phase.
- Ensure effective communication between Hypercare shifts to facilitate smooth governance and exiting of the Hypercare phase.
- Responsible for coordinating effectively between various support and vendor groups to proactively address incidents and issues.
- Document incident analysis and the root cause of triggers to prevent similar incidents from occurring in future releases.
- Responsible for capturing, reviewing, and finalizing all relevant lessons learned to improve planning and minimize risk for 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

