Rhyan Cristian Lagunday

Software Engineer

Hamtic, Antique, Philippines
(+63) 915-987-1886
rhyan1996@gmail.com

Career Objective

Versatile software engineer who has working experience on software and mobile application production and operations. My goal is to utilize my technical expertise in RPA development and Level 2 support to optimize processes, troubleshoot complex issues, and deliver reliable software solutions that improve operational efficiency and user satisfaction.

Experience

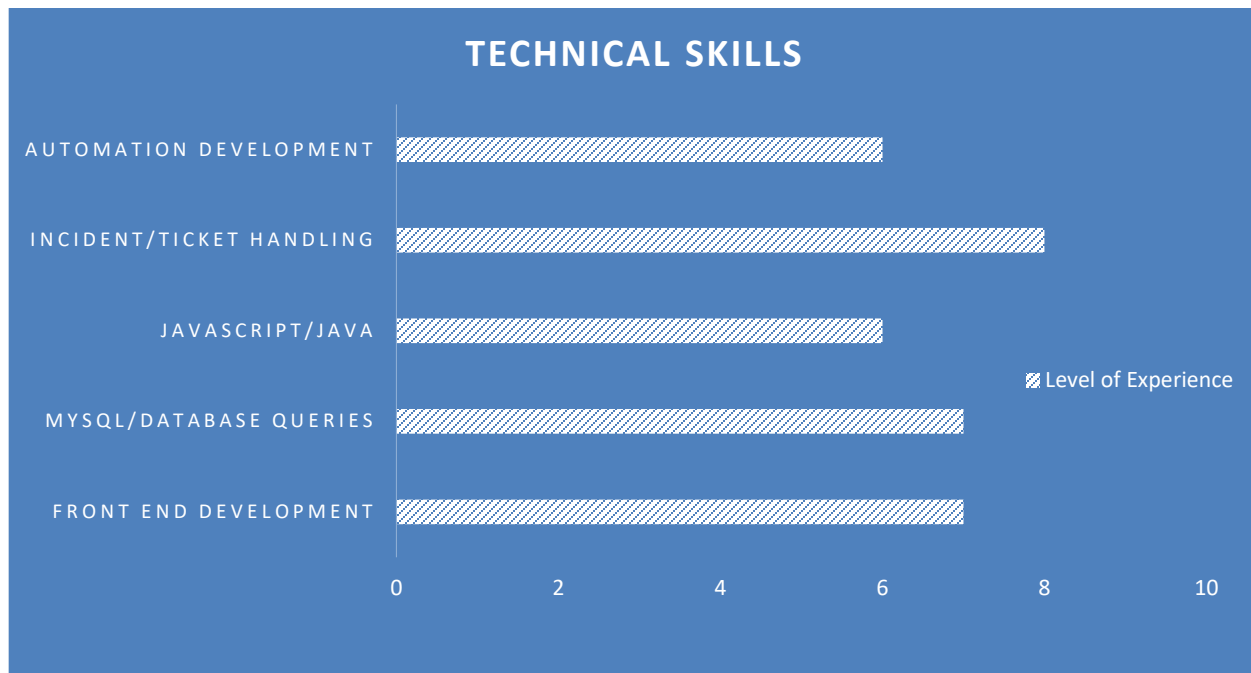### Analyst II Cloud Engineer *(DXC Technology)*

January 2022 – November 2023

- Streamlined client onboarding process by reviewing process definition documents, scheduling meetings for process discovery and walkthroughs, and creating reusable solution designs for process maps.
- Enhanced client communication and collaboration through weekly meetings to provide updates, address revisions, and ensure project alignment.
- Automated data extraction and reporting by developing and implementing scripts to extract logs from databases for daily reports and incident investigation.
- Improved data management efficiency by automating data import and export to and from the SAP system, S3 bucket, and local files using custom built workflow.
- Level 2 Support Analyst
- Provided expert technical support to clients by handling level 2 support tickets and resolving complex technical problems.
- Developed customized solutions for clients through requirement gathering, analysis, and development using SQL and API testing.
- Fostered a collaborative team environment by working with cross-functional teams to troubleshoot and resolve technical issues.
- Contributed to team knowledge transfer by training new joiners on processes, tools, and best practices.
- Tools and Technologies: AWS, SAP, SharePoint, UiPath, Azure, CyberDuck FTP, Postman, Onehub, Azure Boards, Microsoft and Google Spreadsheet, MySQL Workbench, XAMPP, GIT, SoapUI

Internship – SAP *(Accenture)*

June 2019 - August 2019

- Communicated with the assigned team in order to be familiar with the project.
- Created page content including text and overall design to help with the team's project.
- Tested the system with the added refinement in the front-end to determine if it's effective in improving production.
- Explore and documentation of bugs found in the program.
- Tools and Technologies: HTML/XML, CSS, JavaScript, JSON, MS Office

TECHNICAL SKILLS

Bar chart titled "TECHNICAL SKILLS" showing Level of Experience:

Skill	Level of Experience
AUTOMATION DEVELOPMENT	6
INCIDENT/TICKET HANDLING	8
JAVASCRIPT/JAVA	6
MYSQL/DATABASE QUERIES	7
FRONT END DEVELOPMENT	7

Legend: Level of Experience

Axis: 0, 2, 4, 6, 8, 10

EDUCATION

Adamson University, Manila *- BS in Computer Engineering*

June 2014 - December 2019

REFERENCE

Available upon request