Rhyan Cristian Lagunday

Software Engineer

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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.
- Documented root cause analysis for complex client tickets, improving resolution efficiency.
- 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, API testing, and manual testing.
- Fostered a collaborative team environment by working with cross-functional teams to troubleshoot and resolve technical issues.
- Contributed to team knowledge by creating knowledge-based articles, 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

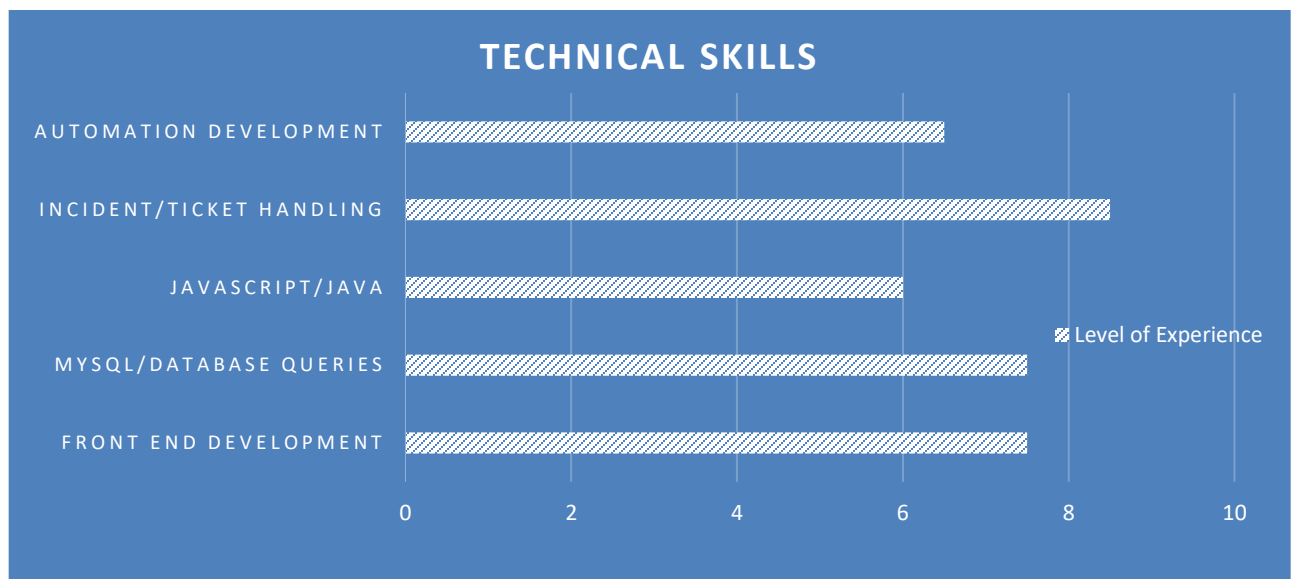### Social Media Account Manager *(Freelance)*

May 2020 – March 2021

- Developed engaging chatbot scripts to streamline customer support and efficiently answer queries.
- Integrated APIs and plugins to connect different systems and functionalities within the client's website and social accounts.
- Enhanced website design by customizing existing templates with HTML, CSS, and JavaScript expertise.
- Established a unique online identity for the client by securing a custom domain and linking it to their website.

- Built a functional landing page using Shopify and WordPress, showcasing the client's products or services.
- Provided exceptional customer service by addressing inquiries that the chatbot couldn't handle, ensuring customer satisfaction.
- Increased brand awareness by managing the client's social media presence through consistent and targeted content creation.
- Tools and Technologies: HTML, CSS, JavaScript, WordPress, Shopify, Mailchimp, Google Analytics, Google Sheets, Elementor, Yoast SEO, WooCommerce

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: XML/XSLT, HTML/CSS, JavaScript, JSON, MS Office

TECHNICAL SKILLS

Skill	Level of Experience
AUTOMATION DEVELOPMENT	6.5
INCIDENT/TICKET HANDLING	8.5
JAVASCRIPT/JAVA	6
MYSQL/DATABASE QUERIES	7.5
FRONT END DEVELOPMENT	7.5

EDUCATION

Adamson University, Manila *- BS in Computer Engineering*

June 2014 - December 2019

REFERENCE
Available upon request