ELARDO
JESSA MARIE

Quezon City, Metro Manila
09271971915
jessjelardo@gmail.com

SUMMARY

Application Development Analyst with 4+ years of experience supporting enterprise-scale applications and driving automation in production and non-production environments. Strong background in application support, Unix/Linux system administration, SQL-based troubleshooting, and release coordination across Oracle CC&B and WebLogic platforms. Experienced in building low-code and script-based automation using PowerApps, and Python to improve monitoring, deployment workflows, and operational efficiency. Known for proactive problem-solving, cross-team collaboration, and maintaining high SLA compliance in critical systems.

EXPERIENCE

Application Development Analyst | Accenture — 2021 - Present

- Provided end-to-end application support and system administration across multi-environment landscapes (Dev, SIT, Stage, Prod), ensuring stability, security, and availability of enterprise applications.
- Performed Unix/Linux administration tasks including file and directory management, permission updates, certificate handling, environment configuration checks, and server-side validations.
- Used SQL extensively for data validation, issue investigation, reconciliation, and impact analysis during incidents and deployments.
- Investigated and resolved complex production and non-production issues by combining log analysis, scripting, SQL queries, and system health checks.
- Coordinated deployments, ad-hoc changes, and scheduled releases, validating pre- and post-deployment states through scripted and manual checks.

Scripting, Automation & Administration

- Developed and maintained Python scripts to support operational and administrative tasks such as:
    - Automated data validation and comparison checks
    - File handling and directory audits on Unix servers
    - Log parsing and troubleshooting support
    - Certificate and environment configuration verification
- Designed and implemented low-code automation solutions to streamline administrative and operational workflows:
    - **Migration Manager Tool (PowerApps):** Centralized and automated deployment tracking and approvals, reducing manual coordination and errors.
    - **TA Tool (PowerApps):** Automated task assignment logic to fairly distribute workload and improve operational efficiency.
    - **StormFlag / Critical Incident Automation (ServiceNow):** Automated critical monitoring and validation checks to accelerate incident detection and response.
- Integrated scripting and administrative checks into daily operations to reduce manual effort, improve accuracy, and shorten incident resolution time.
- **Collaboration & Impact**
    - Worked closely with DBAs, developers, middleware, network, and automation teams to resolve cross-layer issues involving applications, databases, and infrastructure.

- o Acted as a key support resource during high-severity incidents, performing rapid diagnostics and coordinating remediation efforts.
- o Led multiple scripting and automation initiatives that reduced repetitive manual tasks and improved operational reliability.
- o Maintained 100% SLA compliance for high-priority production incidents.
- o Recognized by peers and stakeholders for strong ownership, technical problem-solving, and system administration expertise.

EDUCATION

Bachelor of Science in Computer Engineering| Eastern Samar State University
2015 - 2020

TECHNICAL SKILLS & TOOLS

- **Enterprise Applications:** Oracle CC&B, WebLogic
- **System Administration:** Unix/Linux, server and environment support, certificate management, access control
- **Database & Scripting:** SQL (data validation, troubleshooting, reporting), Python (automation scripts, file management, operational checks, data validation)

- **Automation & Low-Code Tools:** PowerApps (custom internal tools and workflows), ServiceNow (incident workflows, monitoring automation)
- **Monitoring & Performance Tools:** AppDynamics, log analysis, system health checks
- **Core Competencies:** Application Support, Incident & Problem Management, Deployments & Release Coordination, Process Improvement & Automation, Cross-team Collaboration

PROJECTS & INTERESTS

- **Web Development Projects:** Built personal web applications focusing on front-end/back-end integration, UI/UX, and database interactions. https://perfoliobyjess.netlify.app/
- Continuously improving knowledge in scripting, monitoring, and infrastructure-aware application support.