VENI DI L. GONZALES

SOFTWARE ENGINEER

ABOUT

Veni is an IT professional currently in the role of Applications Development Senior Analyst. She has experience in DevOps, Environment Management, Billing Support, People Management and Customer Support.

She is a passionate learner of IT products with a strong foundation in computer fundamentals. She is trainable and can work in a fast-paced environment under minimal supervision.

CONTACT

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EDUCATION

Bachelor of Science in Information Technology (BSIT)
Asia Pacific College | 2015-2021

PROGRAM DESCRIPTION:

The Bachelor of Science in Information Technology (BSIT) is a four-year trimestral undergraduate degree program that aims to prepare students to solve business, societal and industry problems using IT as a tool. The goal of the program is to gear up students in becoming "information technologists" who can assist individuals, organizations and society, in solving problems using relevant IT tools and techniques.
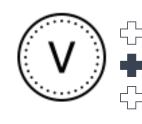
The program keeps pace with changing technology and related business practices by offering courses in areas such as systems analysis and design, IT services, advanced hardware support, mobile and web application development, game development and several programming languages.

SPECIALIZATION:

MOBILE AND INTERNET TECHNOLOGIES [MI]
This specialization aims to produce graduates who have good background in creating IT applications and services for mobile and internet technologies.

WORK EXPERIENCE

Salesforce Developer | Senior Applications Development Analyst
Accenture in the Philippines | Jul 2022 to Present

- Assist in defining requirements and designing applications to meet business process and application requirements.
- Tools and skills:
  - Salesforce Administration/ Salesforce Development
  - Salesforce-Genesys Integration
  - Lightning Web Components
  - Apex Programming
  - HTML, CSS, JavaScript
  - DML
  - SOQL/SQL
  - Git/GitHub
  - VS Code

BOOTCAMP

Salesforce Administrator and Developer Bootcamp
Accenture in the Philippines | Jul 2022 Sep 2022

The bootcamp program covered the following:

- LWC, Apex Classes, Triggers, Handlers, Test Classes, Loops, Best Practices,
- User Management, Data Modelling, UI Configuration, Data Management and Analytics, Automation, Data Security
- Tools/ technologies used:
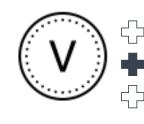 - Lightning Web Components, Apex programming, HTML5, CSS3, JavaScript

MuleSoft Developer I Bootcamp
Accenture in the Philippines | Oct 2022 Nov 2022

The bootcamp program covered the following:

- Anypoint Platform Development Fundamentals:
- API-Led Connectivity, Designing APIs using RAML, Building APIs, Deploying and Managing APIs, Consuming Web Services, Handling Errors, Writing DataWeave Transformations, Salesforce Integration
- Tools used:
  - Anypoint Studio, Postman, Anypoint Platform, Salesforce

WORK EXPERIENCE

Technology Analyst | DevOps - Environment Management Team

TELUS International Philippines | Nov 2021 to Jul 2022

- Provides EM support services and assists in problem identification and resolution
- The primary responsibility is to respond to and resolve both client problems and requests and to ensure a high level of system availability and client satisfaction
- Supports Work Force Management/Click and InSight 10 Applications
  - Deployments
  - Server Maintenance / Cleanup
  - Stop - Start / Full Restart
- Some of the tools we use:
  - PuTTy
  - FileZilla
  - Nodemanager
  - Oracle WebLogic Server
  - Service Optimization Administration Tool
  - Oracle SQL Developer

APPRENTICESHIP

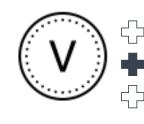**Environment Management Apprenticeship Program**

TELUS International Philippines | Aug 2021 to Oct 2021

DevOps - Environment Management Team

The apprenticeship program covered the following technologies:

- Billing Systems, Batch Operations, Control-M, WebLogic
- In-house tools : InSight 10, Work Force Management, Enabler, KnowBility
- Absorbed as a full-time employee in the DevOps - Environment Management Team upon completion of the apprenticeship program.

PROJECTS | NOV 2021 TO PRESENT

Technology Analyst | DevOps - Environment Management Team
TELUS International Philippines | Nov 2021 to Jul 2022

KPI Dashboard

- Web application to monitor team member accomplishments, productivity and other activities

Project Hummingbird

- Web application to submit weekend support request

Details of the projects:

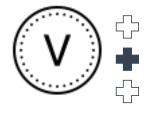- **Tools used**: React JS, HTML5, CSS3, Bootstrap5, MySQL Workbench, XAMPP
- **Role:** Project Contributor /Front End Design
  - Ensures the design and layout are consistent with TELUS' theme and that the web pages are responsive
  - Provide assistance to the lead developer
  - Participate in meetings with stakeholders
  - Maintenance

Technology Analyst II | Legacy Billing Operations Team

EXPERIENCE

TELUS International Philippines | Jun 2017 to Nov 2021

- Provides tier 2 technical assistance, coaching and feedback
  - Billing concerns that cannot be fixed by Jr. or Sr. Billing Analysts
- Represents the Legacy Billing Operations Team in the yearly SOX audit with Deloitte
- Produces reports used for RCA that help the team determine pain points and point of failure from the order entry phase up to the billing cycle
- Involved with conducting and presenting in the yearly and quarterly business reviews with the client and other stakeholders
- Ensures all team members are provided with the tools they need in order to be productive
  - Assist from onboarding access credentials, software installation, up to equipment availability and Business Continuity Plan
- Engage the team with activities to encourage high morale such as:
  - Games, Team Building, other engagement activities

PROJECTS | 2017 TO 2021

Technology Analyst II | Legacy Billing Operations Team
TELUS International Philippines | Jun 2017 to Nov 2021

Chat and Attendance Tracker

- Web application to enter time-in/time-out for attendance tracking with chat.

Details of the project:

- **Tools used:** PHP, HTML5, CSS3, Bootstrap5, XAMPP
- **Role:** Project Owner /Front End Designer/Developer
  - Ensure that the web pages are responsive
  - Assisted with testing and database design
  - Responsible for the maintenance of these applications

Six Sigma Green Belt Project | Error Reduction Project for Service Order Investigation

- The project was able to reduce 35 to 40% of errors in the Legacy Billing Operations Team.
- **Role:** Project Lead

    Responsibilities:
  - Maintain documentation and data gathering
  - Investigate and identify the processes that can be improved
  - Collaborate with internal teams as part of the investigation process
  - Work with dev team and conduct UAT and other tests

RPA Project: CRIS Corrections RPA BOT : 552

- Q3 2021 stats: Bot was able to process 45.30% of service orders received.
- **Role:** SME and POC representing the operations team

    Responsibilities:
  - Identify the processes and steps that can be automated
  - Maintain the Process Definition Document
  - Assists the dev team in fixing issues
  - Conducts UAT and other tests

Six Sigma Yellow Belt Project | Bypass: N Project

- 55.30% drop in the number of defects
- **Role:** Project Lead

    Responsibilities:
  - Maintain documentation and data gathering
  - Investigate and identify the processes that can be improved
  - Work with dev team and conduct UAT and other tests

TRAINING

Technology Analyst II Process & Tools for Billing Operations Training

TELUS Communications, Inc | 2017

Legacy Billing Operations Team (Onshore)

Location: 10020 100 St NW, Edmonton, AB T5J 0N3, Canada

Duration: Jul 8, 2017 to Sep 30, 2017

Training activities:

- Meet face to face with colleagues and business partners in order to quickly establish professional relationships
- Complete training sessions focused on the TELUS processes and the systems that will be used
- Participate in knowledge transfer sessions with team members that currently perform the work in Canada
- Get hands on practical training to familiarize with TELUS, the systems that will be supported and the working environment

EXPERIENCE

Applications Development Analyst

TELUS International Philippines | Aug 2014 to Jun 2017

Legacy Billing Operations Team

Responsibilities:

- SME / POC in Service Order Investigation and CRIS Corrections Team
  - Supports CRIS Billing concerns
  - Investigates and provides corrections for service orders coming from the order entry teams using the CRIS application
- Handles escalations
- Provides and maintains useful documentations
- Report unusual billing/order activities to tier 2
- Maintain team productivity data and order entry stats
- Involved with conducting and presenting in the yearly and quarterly business reviews with the client and other stakeholders
- Assist in training and onboarding of new team members

EXPERIENCE

Customer Interactions Associate

TELUS International Philippines | Mar 2009 to Aug 2014

TELUS Business Solutions - ADSL/PRI Team

Responsibilities:

- SME in the ADSL Team with extended responsibilities in the PRI Order Entry Team
  - Supports CRIS Order Entry for business customers
  - Provides documentation to guide team members in order creation
- Handles escalations
- Provides and maintains useful documentations

SKILLS AND ABILITIES

- ✓ **Knowledgeable in the following:**
  - HTML5, CSS3, Bootstrap5
  - Linux CLI commands
  - JavaScript
  - PHP
  - React JS
- ✓ **Can work under minimal supervision**
  - Has been working from home since 2015
- ✓ **Communication Skills**
  - Experience in communicating with different teams and clients
- ✓ **Leadership Skills**
  - Part of the Leadership Team in the Legacy Billing Operations Team
- ✓ **Trainable and an Avid Learner**
  - Has completed over 40 online courses in Udemy alone. Also uses YouTube, LinkedIn Learning and Coursera as mediums of continuous learning.

OTHER TRAININGS AND CERTIFICATIONS

CERTIFICATIONS:

Salesforce Certified OmniStudio Developer

Salesforce Certified Advanced Administrator

Salesforce Certified Administrator

Salesforce Certified Associate

Six Sigma Green Belt Certified
Service Order Error Reduction Project

Six Sigma Yellow Belt Certified
Bypass N Project

TRAININGS:

- Salesforce Administrator Bootcamp, 2022
- Salesforce Developer Bootcamp, 2022
- MuleSoft Bootcamp, 2022
- The Complete Web Developer in 2021: Zero to Mastery
- SQL using MySQL and Database Design, 2021
- SQL for Data Analysis, 2020
- Project Management Fundamentals, 2020
- Business Analyst: Software Testing Processes & Techniques, 2020
- Interactive JavaScript Introduction to DOM Course, 2020
- Complete Mainframe Professional Course, 2020
- ITIL v3 Foundation Training, ITO, 2017