DAVID MENDOZA | SOFTWARE ENGINEER

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PROFESSIONAL SUMMARY

Adaptable and team player Software Eng Analyst with 4-year total experience of supporting business systems by identifying and solving application issues and configuring applications to meet business process and requirements. Seeks to join a company that can allow me to improve technical skills focusing on web development and related technologies.

SKILLS

PROFESSIONAL EXPERIENCE

Accenture, Inc. (Software Engineering Analyst)
DevOps (Dec '18 - Jun '19, Jun '22 - Dec '22)

- Run and validate mock code test on lower environment scheduled for production
- Configure Jenkins job to accommodate the needed job process
- Run/build deployments via Jenkins on different environments and connect with QA team for testing
- Create application version control dashboard with HTML, CSS, JS

Application Operations

- Identify issues with daily application checks, dashboards, and queued tickets raised by users
- Connect with technical and onshore teams to resolve application issue via bridge call
- Close and/or reassign raised tickets according to application, priority, and teams
- Update documentation for ticket reassignment and high priority incidents.
- Handle P1/P2 calls with onshore counterparts and development teams.
- Retrieve records with Splunk search using transaction IDs, guest information, and/or reservation numbers for validation issues/errors

PROJECTS

Website Resume (2023)
- Create a website resume to practice web development skills and present individuality
- Include sample website projects as practice with HTML, CSS, Javascript

SSS (2017 Internship)

- Create a prototype of Employee Performance Evaluation tool using HTML, CSS, JavaScript
- Organize branch manager performance evaluation documents

EDUCATION

2014 - 2018 | Bulacan State University

Bachelor of Science in Mathematics major in Computer Science

VireBIO: A VIRTUAL REALITY INTERACTIVE LEARNING SYSTEM ON CELLULAR BIOLOGY

- An application that aims to teach students/users Cellular Biology with the use of Virtual Reality technology to make the learning more interactive