

# ROGER SAQUILAYAN

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## SUMMARY

I am a Software Engineer with 4 years of experience and a strong track record of delivering high-quality software solutions. Proficient in full-stack development, passion for solving hard problems, and cross-functional collaboration. Seeking a dynamic role to leverage technical expertise and contribute to innovative projects that drive business success.

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## WORK EXPERIENCE

### Software Engineer Analyst , Accenture Inc

September 6, 2021 - Present

- Act as a software detective, providing a dynamic service by identifying and solving issues within multiple components of critical business systems.
- Take ownership of all client interactions entering via the client support infrastructure, identify potential application issues, utilize appropriate follow-through, log all client interactions, and escalate for resolution.
- Tracks the progress of client incidents/tickets and communicates status to the Team Lead, Global Client Support Manager, or Client as appropriate.
- Achieve support-related productivity and define/update regression tests as needed.
- Provide technical and functional support for clients across multiple communication channels (email, phone, customer portal).
- Diagnose and resolve technical issues related to software applications, ensuring smooth operations for enterprise systems.
- Develop and enhance backend services using Java, Spring Boot, and MySQL, optimizing application performance and scalability.
- Build and maintain frontend applications with Angular, ensuring a responsive and user-friendly experience.
- Design and implement RESTful APIs for seamless communication between frontend and backend components.
- Write and optimize SQL queries to ensure efficient data retrieval and storage in MySQL databases.
- Execute PMD (Programming Mistake Detector) Code Scans for minor and major releases, ensuring code quality and security.
- Identify project impact analysis for every client project, proactively addressing risks and dependencies.
- Sync and manage data configurations using Application Dynamics Configuration.

### Achievements:

- Promoted to Software Engineer Analyst, recognizing my technical expertise and consistent performance. In this role, I contributed to the successful development and optimization of software solutions, collaborated with cross-functional teams, and provided valuable insights to improve system efficiency.
- Recognized as an "Office Olympian" for actively participating in various indoor and outdoor sports, contributing to a vibrant and dynamic office culture.
- Appointed as a Team Leader in our department, successfully overseeing projects, promoting collaboration, and achieving team objectives within deadlines. Proactively guided team members through mentorship, addressed challenges effectively, and introduced innovative approaches that enhanced team efficiency and workplace harmony.

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**IT Support Specialist , R2S Solutions****January 2021 - June 2021**

- Assigned Role: IT Support Specialist provides technical assistance for businesses. We are responsible for the installation and maintenance of technical systems and for troubleshooting common problems related to Internet connectivity, hardware and software, operating systems, and data security and management. We also make recommendations to improve inefficient, compromised, and outdated digital systems and protocols. IT support specialists work full-time or part-time in an office environment

**Achievements:**

- Was selected to be a Team Leader in our department - effectively managing tasks, fostering teamwork, and ensuring that goals were met on time. Successfully mentored team members, resolved conflicts, and implemented strategies that improved overall productivity and morale within the team.

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**IT Support Specialist ,ATSM BPO****June 2020 - December 2020**

- Assigned Role: IT Support Specialist provides technical assistance for businesses. We are responsible for the installation and maintenance of technical systems and for troubleshooting common problems related to Internet connectivity, hardware and software, operating systems, and data security and management. We also make recommendations to improve inefficient, compromised, and outdated digital systems and protocols. IT support specialists work full-time or part-time in an office environment

**Achievements:**

- Was selected to be a Team Leader in our department - effectively managing tasks, fostering teamwork, and ensuring that goals were met on time. Successfully mentored team members, resolved conflicts, and implemented strategies that improved overall productivity and morale within the team.

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**Barangay Record Keeper, Barangay Hall****July 2018 - July 2019**

- Assigned Role: Barangay Record Keeper is tasked to prepare several financial reports based on standard format that pertains to Status of Appropriations and Registries of Appropriation and Commitments of government funds for submission to the Municipal Budget Officer on or before the 5th of January of the ensuing year. He sees to it that proper recording of entries are done, taking into account the new barangay accounting system under NGAS, for proper monitoring of accounts.

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**IT Media Artist - Low Profile Summit Marketing Solutions****October 2017 - April 2018**

- Assigned Role: IT Media Artist will create animation, special effects, and other images for presentation, youtube intro. event presentation. Installing and configuring computer hardware, software, systems, networks, printers, and scanners. Monitoring and maintaining computer systems and networks. Responding in a timely manner to service issues and requests. Providing technical support across the company

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**CORE TECHNICAL / HARD SKILLS**

- Programming Languages: Java, JavaScript, C++
- Frontend: Angular, HTML, CSS, Typescript
- Backend: Spring Boot
- Database Management: MySQL
- Version Control: Git, GitHub
- Cloud Platforms: AWS
- Testing Tools: JUnit, Selenium, Postman
- DevOps Tools: Jenkins

**ADDITIONAL INFO / SKILLS**

- Technical Skills: Photoshop, Autodesk Maya, Unity, Adobe Premiere Pro, MS Office, Putty, Linux.
- Languages: English, Tagalog
- Awards/Activities: Received the "2nd Place Best in Thesis"

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**TRAINING****FULLSTACK JAVA DEVELOPER**

Accenture Inc.

September 2021 - November 2021

**CALL CENTER AGENT - INTERNSHIP (INBOUND/OUTBOUND)**

GENPACT (Generation Impact)

December 2015 - March 2016

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## EDUCATION

**Bachelor of Science in Information Technology      APRIL 2016**

Laguna State Polytechnic University

- Specialization in Software Development
- Thesis on "RPG Windows Platform 3D Game called Tales of Bloodline".
- Went to conference (Y4IT) event where various software and new innovation trends are the topics.

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## REFERENCE

**LEONARDO V. HALOG II**

- Advance App Engineering Assoc Manager in Accenture Inc.
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**EDUARDO M. MANAPAT**

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