ROGER SAQUILAYAN

148, Balagtas Street, Sta Clara Sur, Pila, Laguna, Philippines, 4010
Contact No: +639124129962 / +639093105996
Email Address: rogersaqui23@gmail.com
Linkedin URL: https://www.linkedin.com/in/roger-saquilayan-77a71b1bb/

SUMMARY

I am a Software Engineer with 3 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.

WORK EXPERIENCE

Software Engineer Analyst , Accenture Inc.   **September 6, 2021 - Present**

- Assigned Role: **Packaged App Development Analyst** act as a software detectives, provide a dynamic service 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 Team Lead Or To Global Client Support Manager Or To Client As Appropriate.
- Achieve Support Related Productivity.
- Define And Update Regression Tests As Needed.
- Providing Technical And General Application Function/Feature Support For Clients – From E-Mail, Phone, And Customer Portal Inquiries.
- Diagnose and resolve technical issues related to software applications.
- Providing timely and effective solutions to end-users or clients.
- Executing PMD (Programming Mistake Detector) Code Scan for Minor and Major Releases.
- Identifying Project Impact Analysis for Every Client Project.
- Syncing Data by 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.

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.

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

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 5thof 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.

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: J**ava, 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 INFORMATION / 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".

TRAINING

FULLSTACK JAVA DEVELOPER
Accenture Inc.
September 2021 - November 2021

CALL CENTER AGENT - INTERNSHIP (INBOUND/OUTBOUND CALLS INTERNATIONAL)
GENPACT (Generation Impact)
December 2015 - March 2016

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.

REFERENCE

Leonardo V. Halog II
Advance App Engineering Assoc Manager in Accenture Inc.
leonardo.v.halog.ii@accenture.com