ANA YZABELA MARIE BRUCELAS

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EDUCATION

STI College   *Dasmariñas, Cavite*
Bachelor of Science in Information Technology   *Jun 2015 - May 2019*

- Cumulative GPA : 1.77
- Was a candidate for Open Scholarship (2015, 2016)
- Participated in school activities (e.g. Into Programming, Tagisan ng Talino, Essay Does IT!, Badminton Competition)
- Awarded as the Best Mobile App in our Mobile Development class

PROFESSIONAL EXPERIENCE

Google Operations Center   *BGC, Taguig, Manila*
Tech Process Senior Associate   *Nov 2022 - Present*

- Perform necessary configuration and coding to enable and test new payment services
- Monitor and troubleshoot partner integrations issues
- Follow documented process flows and playbooks to resolve partner issues
- Utilize debugging tools to determine root cause, fix or triage partner issues autonomously
- Communicate with multiple cross-functional teams in a clear and effective manner
- Act as a point of contact to discuss post-launch issues with partners
- Document new processes and help validate, maintain and update documentation
- Identify opportunities for process improvements

Tech Stack: Java, Python, Angular, Unix Shell Scripting, Jasmine, Google SQL, Google Cloud, Google Internal Tools (Cider, Buganizer, CRD, CL Monitor, Critique)

The Goodyear Tire & Rubber Company   *BGC, Taguig, Manila*
L2 Application Development Analyst   *Oct 2021 - Nov 2022*

- Provided level II incident resolution in the area of support and document issue resolution for knowledge transfer as appropriate.
- Performed tasks necessary to ensure data integrity and system stability
- Provided support for unit and integration testing of new or changed business/technical processes.
- Configured and implemented 3rd party software packages where minimal customization, enhancement, and testing will be required for integration into existing infrastructure.
- Automated a report in Excel to maximize productivity and save time using Excel VBA.
- Automated notifications in Microsoft Teams using Power Automate.
- Expert on creating a web server SSL Certificate Authority on Windows.
- One of the event designers and planners for the organization

Tech Stack: Java, PHP, ExtJS, VBA for Applications, Unix Shell Scripting, Docker, Kubernetes, Jenkins, Github, Splunk, NGINX, VMWare, Autosys, Powershell, Putty, ServiceNow, Microsoft SSMS, Apache Web Server, Azure Cloud, RHEL, PowerAutomate, MS 365 Tools, L2 Wiki

Accenture   *Mandaluyong, Manila*
Associate Software Engineer   *Jun 2019 - Oct 2021*

- Acted as a software detective that provided a dynamic service in identifying and solving issues within multiple components of critical business systems
- Designed and developed application test scripts and RPA robots using UIPath for clients
- Worked closely with other team members in such tasks as troubleshooting and debugging.
- Automated a report in Excel to maximize productivity and save time using Excel VBA.
- Trained for Robotic Process Automation

Tech Stack: Java, PHP, VBA for Applications, Unix Shell Scripting, Jenkins, Splunk, NGINX, VMWare, Autosys, Powershell, Putty, ServiceNow, Microsoft SSMS, Apache Web Server, RHEL, UIPath, Oracle CC&B Cloud Service, MS 365 Tools, Confluence