



PROFILE

To learn and grow up in my career and to perform at my best in whatever role I am positioned, which suits my present skills, caliber and work towards customer delight which will help

HOBBIES

Travel
Riding
Basketball
Walking

CEDIE

WORK EXPERIENCE

Software & System Consulting Group Inc. (SSCGI)

: **Quality Assurance I** (May 2023 – Present)

- Current Project – AMLA under Eastwest Bank
- Current Status of the Project – UAT Cycle 2
- Manual Tester of Base60 Software Application
- Functional Testing
- Front end Regression Testing
- UI Testing of the Base60 Software Application
- Created Test Cases and Test Scenario
- Finding Bugs or Error before to proceed in SIT & UAT
- Issue Ticket to INIA for the bugs and error encounter
- Testing the Data of the Software in the SQL Database System, Experience in Agile and Waterfall

Scopro Optical Inc.

: **Jr. IT Support Staff** (Oct 2022 – April 2023)

- Support the user regarding their hardware / software concern
- Assist the user using remote system (Anydesk, Usoris, Net Monitoring)
- Conduct a hardware / software maintenance
- Support regarding printer problem (Epson, Canon, Brother)
- Conduct a CCTV monitoring
- Conduct a Server maintenance
- Troubleshoot PC's

Topserve Solution Services Inc.

: **User Support Coordinator** (Sep 2021–Oct 2022)

- Assist the patient of St.Luke's Medical City BGC for their concern
- Walkthrough the patient via call and email to access their account to view their online result
- Create tickets for their issue and some errors.
- Test the system after the deployment and maintenance.
- Test the UI if all the buttons are still working after the deployment of new system
- Reporting some errors or issue to the Team Lead or to the Operations Manager

Digital Network Access

: Technical Support Engineer (Nov 2020 - May 2021)

- Provide assessment for GLOBE's client for their internet
- Locate the nearest port for their GPON for upgrade to FIBER
- Checking IPRAN/MWAN presence in customer's area if there is GLOBE facility

Topserve Solution Service Inc.

: Data Support Analyst (Jun 2019 - Jan 2020)

- Sorting the files of the patients of St.Luke's Medical Center.
- Input all the data of the patient from papers to the system.
- Checking if the bill is correct together with their PhilHealth deductions

Bank of the Philippine Islands

: Data Analyst (Mar 2018 - Dec 2018)

- Encode all the transactions of the client to other banks.
- Input all the data of the client upon applying for their ATM's.
- Transfer the transaction amount from the photo to the system.
- Make sure all the data is correct and clear to avoid delays or problems.

LRA Pacific

Data Encoder (Mar 2015 - Sep 2016)

- Encode all the information of clients of the Social Security System.
- Input all the transactions of the client to the system.
- Compute all the contributions per quarter of the client before inputting to the system.

EDUCATION

National Teachers College - Sept 2020

- Graduate of Information Technology

Holy Trinity Academy - April 2011

- Graduate of High School

Holy Trinity Academy - April 2006

- Graduate of Elementary

SKILLS

- Troubleshooting
- Editing
- OS installation
- Excel
- Creativity
- Team player
- Support Client