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Address

Unit #11 Lucille St. Hobart Subdivision I
Brgy. Pasong Tamo Metro Manila
1107 Quezon City
Philippines

Skills

Software Proficiency

- Operating Systems (Windows XP, 7, 8, 10, MAC, Linux)
- Code Editor (Notepad++, Sublime Text)
- Google Developer Tools
- FireBug
- HttpWatch
- Browser (IE, Firefox, Chrome, Safari)
- Microsoft Office and Visual Studio
- Adobe Master Collection CS4, CS5, CS6, CC
- XAMPP, LAMP, WAMP
- Eclipse IDE
- CISCO Packet Tracer
- Oracle 10g, 11g

HardwareProficiency

- Logic Tester

Manuel C. Velado Jr

Senior Technical Support Engineer

Summary

Innovative IT expert offering years of progressive and professional work experience, both in the corporate world and in freelancing as a well-rounded Web Developer. Successful at showcasing top-notch programming skills.

Experience

Senior Technical Support Engineer | Oracle NetSuite Philippines

December 2016 - April 2022

Assist in site behavior settings, check performance issues, provide high-quality software support, troubleshoot website customization problems, perform complex troubleshooting and analysis, help customers set up their website using various tools, and work with server, network, and client-side performance issues.

- Assist in checking the settings affecting site behavior. Check performance issues that might affect the User Interface and the Website.
- Responsible to interface with customers of NetSuite Inc. and its subsidiaries for high quality software support, business process questions and resolves technical support issues in a timely manner.
- Leverage by working closely with customers to find solutions via inbound email cases or telephone calls. This role interfaces frequently with C-level executives, business owners, and/or end-users of the Company's product and services.
- Troubleshoot website customization problems to check if the issue is regarding core platform or the functionality. Perform highly complex troubleshooting and analysis. Help customers in setting-up their Web Site using NetSuite Web Site Setting-up Google Checkout, Google Analytics, Google AdWords, eBay & Other Credit Card Payment Processing (CyberSource, Merchant e-Solutions & WorldPay). Customizing (Web Site Themes, Color, Layouts & Item/Category Templates). Perform highly complex troubleshooting and analysis on performance issues. This includes Server, Network & Client side. Building/Development Tools. These includes (Domains, Redirects, Tags, Customize Text, Shopping Cart, Search, Email, Employee Directory, RSS Feeds, Tabs, Categories, Items, Shipping Items, Cross-Selling & Upselling, Multiple Pricing, Volume Discounts, Integrated Inventory, Order Management, Real-Time Dashboard Visibility, Gift Certificates, Coupons/Promotions, Password Protected Shopping, Sitemap Generator, Product Feeds, Image Resizing, Web Site Hosting Files, API's, Reference Cart and One Page Checkout, SuiteScript Server Pages (SSP), SuiteScript for Scriptable Cart & SuiteCommerce Advanced.

Web Developer | Touchscreens Melbourne

April 2021 - April 2022

Building creative designs for websites from concept all the way to completion for our growing list of clients.

- Routers, Hub and Switches

Programming Languages

- HTML, HTML5
- CSS, CSS3(Bootstrap 5)
- Java
- JavaScript
- JQuery
- NodeJS
- ReactJS
- AngularJS
- JSON, XML
- API
- PHP(CodeIgniter, Laravel)
- MySQL

Personal Particulars

- Date of Birth: July 27, 1994
- Place of Birth: Quezon City, Metro Manila Philippines
- Civil Status: Married
- Citizenship: Filipino
- Height: 5'7"
- Religion: Roman Catholic
- Gender: Male
- Languages Spoken: English, Filipino

Education

BS Information Technology Major in Web and Mobile Applications
2011 to 2017
FEU Institute of Technology

Highschool
2007 to 2011
FEU Fern Diliman

Gradeschool
2001 to 2007
Garden of Life School

Languages

English
Tagalog

- Look over a design brief that includes a few benchmark designs, a list of pages and content, images, a color palette and basic design preferences from our client then create a unique design Using the Divi theme.
- Website and software application building and maintenance. Develop and validate test routines to ensure external interfaces to all browsers, mobile devices, and operating systems.
- Expert in Website Design and Developing via WordPress, WIX, Squarespace, and etc.
- Experience in doing Illustration and Graphic Design via Photoshop (logo, business cards designs, social media content, infographics, etc.)
- SEO Expert
- Write well-designed, testable, efficient code by using best software development practices:
  - Create website layout/user interface by using standard HTML/CSS practices
  - Integrate data from various back-end services and databases
  - Gather and refine specifications and requirements based on technical needs
  - Create and maintain software documentationoResponsible for maintaining, expanding, and scaling our site
  - Stay plugged into emerging technologies/industry trends and apply them into operations and activities
  - Use JavaScript to make the website more interactive and attractive
  - Cooperate with web designers to match visual design intent
- Stay up-to-date on technology.
- Practice website standards on security.
- Evaluate code to ensure it meets industry standards, if valid, and if properly structured.
- Maintain and update websites.

Shopify QA Engineer | AESYMMETRIC: Shopify Development Agency
November 2021 - March 2022
Generating custom-tailored Shopify themes and altering pre-existing templates.

- Acting as the Shopify & WordPress expert, specializing in all things eCommerce.
- Installing & customizing new Shopify themes.
- Adding new features & apps to the existing themes.
- Editing & creating custom sections & snippets.
- Coordinating & collaborating with an international, high-performing team.
- Developing optimization strategies that increase the company's search engine results rankings.
- Researching SEO keywords to use throughout the company's website and marketing materials.
- Updating content and website links for maximum optimization and search engine rankings Writing well-designed, testable, efficient code by using best software development practices.
- Responsible for maintaining, expanding and improving our website.
- Stay updated on emerging technologies/industry trends and apply them to operations and activities.
  - Test software to ensure responsiveness and efficiency
  - Troubleshoot, debug and maintain software

- Deploy analytics and campaign tracking

Customer Success Engineer | Pictureworks Group Pty. Ltd.

January 2022 - May 2022

First level support, ticket management and functional requirements gather to support Clients.

- Direct client interaction through in-person and virtual meetings.
- Translation of client requirements into user stories and tasks.
- Work closely with Engineering and Infrastructure Leads to ensure priorities are known, understood, and followed.
- Growing our core product, based on feedback from your direct client stakeholdersInteracting with developers directly to provide support and coaching.
- Portfolio planning, resource, financial and risk management.
- Quoting and client negotiation.
- New feature testing, to ensure it meets client requirements.
- Documentation writing

Technical Support Engineer | Zoku Pte. Ltd.

June 2022 - Aug 2022

Expert in frontend, backend, or (preferably) full-stack development to support next-generation systems that showcase our digital transformation suite for retail and e-commerce businesses.

- Assist customers with product related enquiries, troubleshoot customer concerns and apply resolutions.
- Contribute ideas to resolve problems to better serve the customer and/or improve productivity.
- Offer solutions to issues that are often non-standard/non-routine and require some clarification.
- Solve problems that may be unstructured and that may require reliance on conceptual thinking.
- Document key scenarios for future usage.
- Determine priorities and ensure proper escalation when necessary.
- Maintain accurate information flow between internal teams and customers.

Technical Support Engineer | Very Good Security

July 2022 - November 2022

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- Perform highly complex troubleshooting and analysis.

- Help customers in setting-up their Web Site using NetSuite Web Site Setting-up Google Checkout, Google Analytics, Google AdWords, eBay & Other Credit Card Payment Processing (CyberSource, Merchant e-Solutions & WorldPay).
- Customizing (Web Site Themes, Color, Layouts & Item/Category Templates).
- Perform highly complex troubleshooting and analysis on performance issues. This includes Server, Network & Client side.
- Building/Development Tools. These includes (Domains, Redirects, Tags, Customize Text, Shopping Cart, Search, Email, Employee Directory, RSS Feeds, Tabs, Categories, Items, Shipping Items, Cross-Selling & Upselling, Multiple Pricing, Volume Discounts, Integrated Inventory, Order Management, Real-Time Dashboard Visibility, Gift Certificates, Coupons/Promotions, Password Protected Shopping, Sitemap Generator, Product Feeds, Image Resizing, Web Site Hosting Files, API's, Reference Cart and One Page Checkout, SuiteScript Server Pages (SSP), SuiteScript for Scriptable Cart & SuiteCommerce Advanced.