**Daryl**

**Email:** **daryl.370365@2freemail.com**

**Summary of Qualification:**

Professional software engineer with over 4 years of experience in Software Development Lifecycle – from planning to implementation of effective solutions in support with business expectations. Trainable, highly motivated, a team player, and passionate in delivering high-quality deliverables. Areas of expertise includes:

* Application Development
* Application Testing
* Database Design
* Database Programming
* Data Processing
* Office Automation
* Requirements Analysis
* Troubleshooting

**Technical Summary:**

UNIX, Oracle SQL and PL/SQL, MySQL, Informatics, Splunk, AutoSys, REMEDY Ticketing Tool, Service Now Ticketing Tool, HTML, CSS, XML, Java

**Professional Experience:**

**Accenture Inc.**

**GDN Technology of the Philippines**

**Software Engineer**, September 2013 – February 2017

Delivered continued application support and development for eTRAC Application. Provided PL/SQL and UNIX development and support to a middleware system (eHUB), a repository of data from different sources such as SAP ECC, SAP BI and WebMethods.

 *Accomplishments:*

* Contributed software engineering expertise from business requirement analysis, build, testing, and implementation to more than 5 small projects.
* Documented test plans and performed testing to modules to various applications.
* Resolved more than 100 tickets and project deliverables with almost zero reworks/defects.
* Designed and implemented a business process enhancement that resulted to 80% reduction of workload and support cost.
* Authored over 25 comprehensive job aids/manuals and developed scripts that reduced time for investigation of service requests and incidents.
* Collaborated with multiple teams (DBA, UNIX admins, WebSphere, Wintel, ECC, BI) for application configuration, development, assistance and problem/issue resolutions.
* Mentored junior members on the project, application and business (eTRAC) processes.

**Associate Software Engineer**, June 2012 – August 2013

Assisted in design, solution implementation, and client support for a budget and expense tracking application (eTRAC) through application change request, enhancements and daily job monitoring and ticket resolution.

 *Accomplishments:*

* 100% compliance to SLA’s (Service Level Agreement).
* Resolved more than 50 tickets deliverables and no rework.

**Other Accomplishments:**

* SPLUNK Power User Certified.
* Accenture Life Science Industry Generalist Certified.
* Oracle Communications Marketing Lead for the Accenture Oracle Capability in the Philippines. Responsible in managing and creation of postcards, newsletters and organizing of capability activities and events. Participated in classroom trainings as an instructor.
* Contributed to various special roles:
	+ Quality Coordinator – Managed a sub-committee and performed audit reviews to project process and deliverables for Delivery Excellence (DEX) conformity.
	+ Defect Prevention Coordinator – Performed post mortem on teams’ monthly ticket and project activities. Analyzed metrics for service requests and incident and conducts RCA as needed.
	+ Asset Custodian – Managed all assets (physical and software) assigned to the account.
	+ Initiated and helped in various activities to boost moral engagement of teams.

**Education:**

Bachelor of Science in Information Technology (2008-2012)

Saint Louis University, Baguio City, Philippines