



# JAY-AR SARMIENTO

Back-End Software Developer

## PROFILE

I am a software developer with robust problem-solving skills and proven experience in creating and designing software in a test-driven environment. To be employed in a company wherein, I can fully utilize my professional and interpersonal skills and knowledge as a System Analyst. In which I can highly contribute to the company's productivity and efficiency.

## SKILLS

### Programming Languages

ORACLE Forms and Reports 12c, ORACLE PL/SQL, SQL, Salesforce, JAVA

### Software Development Tools

PLSQL Developer, JIRA, Bitbucket, Github, SVN, TOAD, Forms and Reports Developer 12c, DEVO, Workload Automation, Service Now

## PERSONAL INFORMATION

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## CAREER SUMMARY

### Associate Back-End Software Developer

**The Manufacturers Life Insurance** | July 2018 - Present

- Executes scripts based on specifications and standards
- Documents and executes simple software components of larger architectures
- Contributes to portions of value stream codebase Builds, codes, tests, maintain high quality software
- Participates in Agile sprints and ceremonies; supports rapid iteration and development
- Translates user requirements into software requirements.
- Responsible for designing, developing, testing, maintaining and improving application APIs as a member of a team, works across key data, orchestration, rules and transactional stacks through the entire application and system development life cycle

### Systems Analyst

**Sunlife of Canada** | Apr. 2011 - July 2018

- Identifies possible system enhancements that can be beneficial to the team and to the stakeholders.
- Determine, analyze, and transform business requirements to produce design specifications at the system and programming levels
- Develop programs, test, and implement

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## EDUCATIONAL BACKGROUND

### Adamson University

Bachelor of Science in Electronics and  
Communications Engineering

- Enrolled June 2000 Graduated on Mar 2005

## CHARACTER REFERENCE

Available upon Request

according to program specifications

- Identifies all possible unit test scenarios and prepares tests for the systems under development
- Executes unit test plan during development to ensure that system processing reflects user requirements/designs
- Provides post implementation and production support for systems including analysis of production problems
- Performs development/update of the User's Manual and other systems documents
- Works closely with stakeholders to address issues based on the priority.
- Performs peer review to modules to be implemented.
- Performs data analysis, disaster recovery and problem resolution.
- Provide Level 2 support for the application assigned
- Participate in RCA meetings to ensure that all incidents are properly addressed and documented.
- Participate in Impact Analysis meeting to

### Information Systems Specialist

**Aboitiz One Inc.** | July. 2010 - Apr 2011

- Works with a team to develop and implement systems by following programming standards. Creates program modules on Oracle and other development software, evaluates and uses a wide range of software on different platforms that provide solutions to business requirements.
  - Leads or becomes a member of a project unit composed of multifunctional staff to accomplish a project.
  - Creates a stage development cycle to develop a system: data gathering, user requirement definition, analysis, design, development, testing and development.
  - Develops applications based on defined systems architecture standards and methodology.
  - Reviews and discusses with the business user group the system scope and functionality.
  - Resolves issues with business users on the
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projects being handled.

- Creates simple, flexible, scalable and quality programs.
- Ensures on time report project completion and implementation.
- Takes initiative in developing innovative technical solutions that provide benefit to the project being handled.
- Prepare documentations (user requirements specification, technical manual data dictionary, user acceptance test script, user's manual)

### **Software Engineer**

**Accenture Inc.** | Apr. 2006 - June 2010

- Create detailed technical designs based on the functional designs specified in the client requirements.
- Work with the team to resolve issues.
- Complete deliverables within budget and within schedule.
- Follow project standards and procedures.
- Provide feedback on project processes and standards.
- Participate in Decision Analysis and Resolution activities if necessary
- Develop code from detailed designs or defect descriptions
- Apply retrofits from defect documentation to the baseline code.
- Create and execute unit test plans.
- Fix system test defects in a timely manner.
- Follow project standards and procedures.
- Follow version control and migration processes.
- Work with other Application Developers, Tech Lead, and the Application Architect to ensure that the modified application components interact appropriately, data conversion impacts are considered, and other areas of impact are addressed.
- Participate in review activities.
- Participate in Decision Analysis and Resolution activities if necessary

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## **Level 2 Technical Support**

**RMH Teleservices, NCO Group.** | June 2005 -  
Apr. 2006

- Cross-trained for three (3) mediums of support: PHONE, CHAT and EMAIL
  - Phone Support - Level 2 (Client, Connect, Install, Email and Messenger queue)
  - Chat Support - Level 1 Universal (Customer Service and Technical Support) and Level 2 (Customer Service, Client, Connect, Install, Email and Messenger queue)
  - Handle inbound calls and sessions for English speaking countries and send follow up email for disconnected chat sessions.
  - Assist customers with Internet connectivity and software issues including installation, browser, E-mail and messenger concerns.
  - Provide technical support for both dial-up and DSL equipment such as modems, routers, switches and other network devices like printers and faxes.
  - Provide technical support for Network settings such as LAN/WAN issues using TCP/IP and DNS.
  - Configure different email protocols like POP3, HTTP or MAPI on various email programs such as Microsoft Outlook, Outlook Express, Windows Mail, Windows Live Mail and MSN Mail.
  - Serves as point of contact whenever a team manager is not available.
  - Provide support for subscription and billing concerns.
  - Prepared Chat Support training modules for both Level 1 and Level 2 Technical Support Agents.
  - Conducted peer monitoring and coaching regarding co-agents' sessions to ensure effective and supportive feedback to motivate colleagues.
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