Joshua H. Bañagale

Unit C72B, Villa Regina Condominiums, F. Antonio St., Barangay Bambang, Pasig City
Email Address: joshbanagale@gmail.com
Contact No.: (+63)9568040308 / (+63)9914090589
LinkedIn: www.linkedin.com/in/BañagaleJoshua

Work Experience

Infobip

- **Routing Engineer** (July 2023 – Present)
  - **Quality Assurance and Improvement**:
    - Conduct daily quality checks (DLR, CR, submit/rHLR delays) for Regional routes and priority clients.
    - Identify and implement network quality improvements independently or collaboratively.
    - Analyze AGG Scans for profitability insights and market intelligence.
  - **Technical Analysis and Support**:
    - Perform periodic and ad hoc route and technical analysis.
    - Provide technical support and insights to CA, BG, or Regional teams.
    - Address client requests promptly from external teams.
  - **Optimization and Stability**:
    - Assess feature usage and profitability, propose route optimizations.
    - Ensure platform stability and troubleshoot Ipcore Retry anomalies.
    - Manage route prefix setup and alert mechanisms.
    - Execute traffic rerouting and manage provider communication.
    - Handle internal and external notifications, including recovery.
  - **Configuration and Compliance**:
    - Implement HLR or MNP changes as required.
    - Adjust route configurations for optimal performance.
    - Enforce text restrictions in line with regulations.
    - Stay updated on route intelligence and regulations for compliance.
  - **Collaboration and Integration**:
    - Participate in testing and implementing new tools.
    - Process Gateway status and change requests.
    - Collaborate with Pricing team on adjustments.
    - Contribute to antispam setup and compliance.

- **CPaaS Registration Engineer / Technical Account Administrator** (October 2020 – July 2023)
  - **Registration and Administration =** Processing / Troubleshooting / Answering queries related to sender registration.
    - Setting up new connections and procedures
    - Text restrictions (forbidden setup/exceptions/pass if match), Etc.
    - Sender / Template registrations
    - Custom accounts setup (ASTW, DCL, etc.)
  - **Contributing to Internal Process improvement =** Constantly updating internal databases on new processes on services provided by our team
    - Document technical procedures and best practices and share with technical community
    - Focus on Continuous Development
    - Participate in Continuing Education sessions
    - Be fully versed on technical processes and tool functionalities

- **Account provisioning and management =** tasks related to account setup
  - Sub-account Creation,
  - Adding Services,
  - Settings Changes (additional fields, e.g. Allowed IP, adding contact lists, Setting up billing addresses ...),
  - User Creation
  - Adjustments in Customer Portal (new users, permissions)
- **Reporting and analysis =** Generation of different kinds of reports depending on stakeholder's request (traffic delivery rate reports, QBR, registered/forbidden sender reports)

iManila
Junior BPO Support Engineer (October 2019 – October 2020)
- Responsible for taking calls, emails, chat for client's inquiry and support for their hosting domain, website and other technical related inquiries. Includes creation/management of Emails and Web Hosting Accounts
- Coordinate with other departments regarding requested services.
- Server monitoring (Spamming, website hacking/phishing, Blacklisted IP Addresses, Server loads, deleting frozen mails)
- Tracking email logs when there are email issues via cpanel, WHM or SSH
- Monthly and weekly cleanup of servers via SSH as part of web server maintenance.
- Providing internal support by maintaining computers and laptops, troubleshooting software and hardware issues.
- Assisting BPO Agents during nightshifts (setting up/replacement/maintenance of mouse, dial pads, laptops, and LAN cables)

dnata
Internship – IT support Specialist (May 2018)
- install and configure computer hardware operating systems and applications
- monitor and maintain computer systems and networks
- troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Replace parts as required
- Set up new users' accounts and profiles and deal with password issues

Education

Bachelor of Science in Computer Science
St. Louis College Valenzuela
#005 Maysan Road, Valenzuela City, Philippines
2015 – 2019
- Best in software project (Educational Filipino App for Pre-elementary Students)

Skills and Qualifications

- High communication skills when dealing with internal and external parties
- Ability to work independently and/or as part of a team.
- Proficient with Microsoft Office Tools (Teams, Word, Excel, Outlook, OneNote)
- Knowledge in basic programming (C#, Android Studio, VB).
- Technical Analysis and Support
- Network Quality Assurance

- SMS Deliverability
- Administrative Proficiency
- Client Support and Monitoring
- System Administration: cPanel hosting management, web server management
- Email: Email configuration and troubleshooting

Certification

- cPanel Professional Certification (CPP)