**JERSON DELA CRUZ**

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**Professional Experience**

Jun 2023 – present **Peer Tutor** (Part-time). ***Fanshawe College***, 1001 Fanshawe College Blvd. London,

Ontario Canada N5Y 5R6

* Conducting one-on-one tutoring sessions to students, addressing their unique learning needs, and helping them grasp complex concepts within a variety of subjects. These subjects include, but are not limited to, computer programming, web security, information security planning, ethical hacking and exploits and similar areas.

Jan 2019 – Aug 2022 **Business Analytics and Report Developer***.* ***Miles Software***, Makati Philippines,

*Tools: SQL Server, SAP BO/WebI*

* Creating SAP Business Objects Web Intelligence reports by utilizing SQL Server as the primary data source.
* Proficiently using SQL queries to investigate and resolve issues related to reports, ensuring accurate and reliable data.
* Collaborating closely with clients to gather and understand their specific report requirements and effectively coordinating the implementation of new reports.

Jul 2016 – Nov 2018 **Asset Mgmt. Systems Analyst**. ***International Container Terminal Services Inc. (ICTSI***), Manila Philippines, *Tools: SQL Server, MySQL, SAP BO/WebI, Excel VBA, Crystal Reports, MS Office Applications (MS Word/Powerpoint/Excel/Outlook)*

* Continuously monitoring and assessing crane productivity levels during container handling operations.
* Analyzing productivity data to uncover patterns, trends, and potential correlations with external/internal factors.
* Collaborating with cross-functional teams and stakeholders to gather additional insights and information for accurate analysis.
* Preparing detailed reports and engaging presentations using Crystal Reports, SAP Business Objects Web Intelligence, Microsoft PowerPoint, and Microsoft Excel.
* Participating in annual budgeting activities within the commercial department, contributing to the planning and allocation of resources for achieving business objectives.

Feb 2010 – May 2015 **Senior Developer*, American International Group***, Makati, Philippines

Tools: Sybase, Visual Basic 6, MS Excel VBA, Citrix, Oracle, DataStage, Oracle, SAP ABAP (SAP FS-CD)

* Prioritize and meet service level agreements, oversee the implementation, configuration, maintenance, and support.
* Coach and mentor less experienced team members, providing guidance, support, and knowledge transfer.
* Perform code reviews prior to object release, ensuring alignment of codes, customized configurations, and fixes with business requirements.
* Participate in conference calls to update clients on ticket status, collaborating with business stakeholders to ensure applications meet their needs.
* Identify issues and provide recommendations based on the impact of fixes or enhancements to align the system with business requirements.
* Analyze tickets, which involves investigating and gathering requirements. Provide estimates for ticket resolution and perform coding, unit testing, and deployment.
* Prepare documents such as test plans, unit testing results, defect analysis and design which serve as valuable references for future knowledge transfer, code comprehension, maintenance, and troubleshooting.

Aug 2009 – Jan 2010 **Programmer*. Dalplus Technologies***, Brunei Darussalam

Tools: VB.Net and C# (Winforms), PERL, MySQL, Crystal Reports, SQL Server

Aug 2008 – Feb 2009 **Software Engineer. *Accenture Philippines***, Makati Philippines Tool: SAP ABAP

Apr 2007 – Aug 2008 **Junior Software Developer. *Unlimited Solutions Corporation***, Ortigas Center Pasig City

Tools:Visual Basic 6, MySQL, SmartCards, PHP5, Crystal Reports, Javascript, CSS

Jun 2006 – Mar 2007 **Programmer/Desktop Support Staff. *Solid Shipping Lines Corporation***, Manila NCR

Tools: Visual Basic 6, MySQL, Crystal Reports, LAN Configuration, OS/Software Installation

**Education**

Post Graduate Study **Information Security Management** (Sep 2022 to Apr 2023)

Fanshawe College, 1001 Fanshawe College Blvd. London,

Ontario Canada N5Y 5R6

College **Bachelor of Science in Computer Science** (2001 to 2005)

Lyceum-Northwestern University

Tapuac District Dagupan City, Pangasinan, Philippines

**Certifications**

Microsoft Microsoft Certified: Azure AI Fundamentals (cert. no. I347-8246 on Jul 11, 2022)

Microsoft Certified: Azure Data Fundamentals (cert. no. I249-4964 on May 22, 2022)