

ALVIN JHAY T. GUERZON

TECHNICAL SUPPORT ENGINEER/ SOFTWARE DEVELOPER

Magsaysay Avenue, Guadalupe Nuevo Makati City | guerzonalvin@gmail.com | +639752593094

SUMMARY

A detail-oriented and results-driven Technical Support Engineer with over 8 years of experience in various sectors including software development, technical support, and project management. Adept at utilizing Agile methodologies and industry best practices to ensure the success of system implementations. Proficient in software troubleshooting, database management, cloud infrastructure, and API integrations, with a strong background in working with enterprise-level applications.

TECHNICAL SKILLS

Programming and Databases: Java, Node.js, Python, C#, OpenEdge 4GL, JavaScript, React, HTML5, Bootstrap, SQL, OpenEdge
Document Creation Tools: Microsoft Office 365, Excel, Word, Power Point, Google Sheet, Docs, Forms
SEO Tools: SemRush, Google Search Console
Social Media Marketing Tools: Canva, Meta Business Suites
Analytics & Reporting Tools: Google Analytics, Google Tag Manager
Advertising & Paid Media Tools: Google Ads, Meta Ads Manager (Facebook Ads)
Website & Funnel Building Tools: WordPress + Elementor
eCommerce Marketing Tools: Shopify, NetSuite SuiteCommerce, WooCommerce, Facebook Market Place
Automation & CRM Tools: HubSpot, ManyChat, ZohoCRM, NetSuite
Video & Creative Tools: CapCut, InVideo
Project Collaboration Tools: Jira, Asana, Confluence, Slack, Teams
Methodologies: Agile, Scrum, SDLC
AI & Workflow Automation Tool: N8N, Make.com, OpenAI Developer Tool, Gemini, & Claude

PROFESSIONAL EXPERIENCE

Technical Support Engineer | Oracle NetSuite Philippines

April, 2022 - Present

- Provide phone and online support to NetSuite Customers. The types of customers we encounter range from non-technical resources to actual in-house or third-party developers.
- Conduct troubleshooting of NetSuite proprietary APIs. This involves debugging actual code created by Customers and helps determine whether it is a product defect or not.
- Performs routine to moderately complex troubleshooting and analysis to resolve issues
- Filing Defect and Enhancements based on the customer concerns and the complexity of the problem that they encountered.
- Making detailed knowledge base documentations to ensure that all of the concerns are addressed and documented, which can be used in the future for other customers.

Junior Application Developer | INFINIT-O Manila

March 2021 - March, 2022

- Work with team members to improve enterprise application solutions that are within Infusionsoft CRM and the Zoho platform (Zoho CRM, Zoho Sign, Zoho Forms, Zoho Creator)
- Develop integrations between applications in the Zoho platform
- Create documentation of changes and updates for end-users
- Test changes and solutions in development environments prior to releasing updates to production
- Technologies: Agile, SCRUM, CRM, SDLC, Workflow, Scripting, Java, HTML5, JavaScript, React

Junior Programmer | Lexsys Technologies Incorporated**April 2017 - March, 2021**

- Developed Software for Government Systems like POS, Budget Management System, Real Property Tax System, House System, Accounting System using Progress OpenEdge programming Language
- Migrated database from SQL to OpenEdge database
- Developed database using Progress database, PostgreSQL, and Microsoft SQL.
- Utilize industry best practices, techniques, and standards throughout the entire project execution
- Created an application for Version Control using OpenEdge
- Technologies: OpenEdge, C#, SQL, Progress 4GL, Java

Project Manager | Lexsys Technologies Incorporated**May 2020 - March, 2021**

- Led the end-to-end implementation of a custom government software system, including modules for real property tax, POS, and business system, ensuring successful deployment across all departments.
- Coordinated with city officials, department heads, and technical teams to gather requirements, present system features, and align deliverables with city government goals.
- Managed project timelines, resources, and risks using Agile and Scrum methodologies, resulting in on-time delivery with zero critical post-deployment issues.
- Provided hands-on training and support to over 30 end-users, improving adoption rate and minimizing post-implementation troubleshooting.
- Oversaw data migration and integration from legacy systems to the new platform, ensuring 100% accuracy and compliance with government regulations.

EDUCATION**June 2013 - April 2017****Bachelor of Science in Information Technology**

Baguio College of Technology

- Thesis on "School Registrar, Accounting and Enrollment Management System".

ADDITIONAL INFORMATION

- **Languages:** English, Filipino
- **Certifications:** Scrum Master Certification 2022 + Agile Scrum Certification
- **Awards/Activities:**
 - Rookie of the Year at Lexsys Technologies Inc. 2017
 - Customer Survey Satisfaction Champion award in NetSuite - 2023