Glaradiel D. Gucon

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Lara is a Software Engineer with 8 years professional experience in Software Development, Support and Testing. Highly trained, and Oracle certified in Sales Fusion CRM. Experienced Virtual Assistant, Self-motivated, resourceful and zeal to learn new technologies.

Technical Skills

- Software Applications: Oracle Sales Cloud, Oracle Human Capital Management, Oracle E-Business Suite, Oracle Marketing Cloud, IBM Rational Suite, Microsoft Office, Automation Anywhere
- Knowledgeable in: Defect Life Cycle, Software Testing Life Cycle, Software Development Life Cycle
- Administrative: Scheduling Assistant, Cold Messaging, Facebook Ads, Instagram Ads
  Testing: Testing, Regression Testing, Peer Reviews, Automation Testing and Unit Testing
- Support: Incident Management (Level 2 & 3), Problem Management, Service Requests, Change Management

Professional Experience

Ekulus Consulting
Oracle CX Cloud Consultant
Oct 2019 – Nov 2020

Oracle Engagement Cloud Developer and Support

- Handled the Managed Services OEC Support and developer for 5 different projects
- Worked on enhancement requests consisting of Custom Objects, Custom Fields, Web Services, Custom Roles, Custom pages and the like
- Quarterly Upgrade Testing for Oracle Engagement Cloud, this consist of different Test Scripts/Conditions per project per quarter (including Oracle CX Mobile)
- Able to handle tasks without supervision and able to drive completion before deadline
- Works with different SMEs for integrations and testing consisting of SOAP UI and Postman
- Investigate and Troubleshoot different OEC issues across projects

Oracle Service Cloud (RightNow) Developer

- Handles simple configurations ranging from Rules, Object Designer, Custom Fields, Workspace config and the like
- Have migrate Production to Production data for server refresh
- Able to create simple reports

Administrative Tasks

- Organize and Schedule Meetings between co-consultants and Oracle
- Assist in the preparation of regularly scheduled reports
- Research and creates presentations

ACCENTURE INC.
Software Engineering Analyst
Apr 2014 – Aug 2019

Application Developer

- Worked on enhancement requests ranging from Groovy Scripts, Account Management, Opportunity Management and other modules in Oracle Sales Cloud
- Configure, build and test for Oracle Sales Cloud
- Worked with other developers, onshore and architects to meet the application requirements and performance goals of the custom components and configurations.

Application Support

- Investigates and addresses incidents, problems and service requests raised by users in Production for multiple applications namely – Oracle Fusion CRM on Demand, Oracle Sales Cloud, and high-level incidents for Oracle Human Capital Management and Oracle E-Business Suite R12
- Adhere to all Accenture Delivery Methods (ADM) coding standards and procedures.
- Perform all key IT Management processes including Change, Incident, Problem, Monitoring and Service Request independently
- Train and supervise junior resources in Oracle Sales Cloud, until able to work independently
- Lead and POC for User Provisioning Team which handles all user ID credentials and module views for Production and Test environments.
- Perform and ensure Security Audits are enforced and up to date
- Ensures deployments in Production for monthly sprint releases are done accordingly
- Performs Smoke Testing, Sanity Testing, Regression Testing, Peer Reviews, Automation Testing and Unit Testing
- Host client presentation and reports in weekly meetings and showcase Automation Bots when needed
- Knowledgeable in DevOps and Agile Processes

Administrative Tasks

- Organize and Schedule Meetings between co-consultants and Oracle
- Book Meeting Rooms for Weekly Team Meeting
- Take Accurate Minutes of Meeting
- Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques
- Maintain Lists of Assets under a specific Project
- Data Entry on Migration when needed

- Maintain Contact List of all Resources
- Generate Monthly and Weekly reports
- Maintain Security Access for all resources and environments
- Research and create presentations

iProfile INC.
Research Analyst
Sept 2012 – Sept 2013

Data Management

- Online research for potential leads to include in data pool
- Database cleansing and parsing data into a standardized, searchable format
- Verify resources if still active in the industry

Education

University/College	Degree	Year
University of the East	Bachelor of Science in Information Technology	4/2012

Training/Continuing Education

Course	Company/Vendor	Date Taken
Siebel 8.0 Bootcamp	Accenture	April 2014
Siebel 6.3 Bootcamp	Accenture	July 2014
Application Component Detailed Design	Accenture	June 2014
Advanced Programming for Oracle	Accenture	October 2015
Oracle Sales Cloud	Accenture	February 2016
RPA Basic Concepts	Accenture	January 2019

Certifications

Certification	Year Certified
Oracle Sales Cloud 2016 Implementation Essentials	2017