

Alison Jane P. de Silva

HOME ADDRESS

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WEBSITE

www.curiousesest.net

EDUCATION

De La Salle Lipa

1962 J.P. Laurel National Highway 4217 Lipa City

Bachelor of Science in Computer Science

Graduated S.Y. 2011-2012, Cum Laude

QUALIFICATIONS

Interest in developing and gaining new skills

Detail-oriented and has strong organization skills

Resilient and can multi-task and adapt to a fast-paced environment

Strong creative interest in contemporary art and literature

Fluent verbal and written communication skills, in both Filipino and English

Strong sense of collaboration and teamwork to deliver quality performance

TECHNICAL SKILLS

Digital illustration

Graphic, web, typography and print design

Photo retouching and manipulation

Website design, setup and management, with Wordpress integration

Computer programming and coding

Service Help Desk metrics data gathering, analysis and presentation

Software known:

- Adobe Creative Suites: Dreamweaver, Illustrator, Photoshop
- MS Office Applications: Access, Excel, PowerPoint, Word
- Microsoft Visual Studio, Notepad++
- Other digital illustration software: FireAlpaca, PaintTool SAI and Inkscape

Programming/script languages known:

- C, C++, C#
- HTML with CSS and JavaScript
- Microsoft Visual Basic
- PHP with MySQL
- XML

WORK EXPERIENCE

Accenture, Inc.

Pioneer Ave., Mandaluyong City

JUL 2012 – JUN 2015

Software Engineer

Worked as part of a 24/7 software support team for a US-based client. Communicated with clients and customers as part of a Service Help Desk team. Collaborated with front-end and infrastructure teams based in India and US for regular maintenance activities and for troubleshooting and resolution of client and customer issues. Created reusable solutions, monitoring tools and help documents to streamline and standardize team processes regarding monitoring, issue investigation and performance analysis. Conducted knowledge trainings and refreshers regarding the above tools and processes for both new roll-ins and senior members. Involved in the testing and deployment of several software releases and updates. Established self as the team's Service Help Desk metrics coordinator. Helped harvest reusable assets created by employees from different projects and created a repository for sharing of said assets. Part of the project's communications team, created digital postcards for company and project-wide announcements. Attended seminars regarding the Retail Industry and acquired Retail Industry Generalist Certification.

WACKY Photobooth

Lipa City, Batangas

FEB 2012 – PRESENT

Freelance Layout Designer

Worked with clients to design and create photo booth frame layouts for use in events such as birthdays, weddings and other various occasions. Created generic background designs for regular use of the photo booth service. Worked as part of the photo booth service crew to assist and accommodate clients and guests during events.

LikhalInternet, Inc.

Mataasnakahoy, Lipa City

APR – JUN 2011

On-The-Job Training. Intern Application Developer, Feature Writer

Developed a prototype Android application aimed to enable mobile access on news and feature articles from WOWBatangas.com and its sub-sites. Retouched selected photographs to be published as part of several WOWBatangas.com feature articles. Wrote feature articles for the WOWBatangas.com blogs.

PORTFOLIO

Alison Jane P. de Silva

ONLINE ART PORTFOLIO

<http://art.curiosest.net/>