Chrissa Babe Himaya

@ chrissababehimaya@gmail.com   in linkedin.com/in/chrissababe

☎ (+63) 9850118410

📍 Metro Manila, Philippines

PROFILE

Experienced web developer with 3 years of expertise in creating dynamic and responsive web applications. Successfully transitioned to a ServiceNow developer role, specializing in designing and implementing efficient ServiceNow solutions. Adept at translating client requirements into technical specifications and delivering high-quality results within deadlines. Seeking to leverage my versatile skill set and passion for continuous learning to contribute effectively to a dynamic development team.

EXPERIENCE

Servicenow Consultant
📅 **Feb 2022 - Present**

Accenture Philippines | Philippines

- Led a 20% acceleration in development speed for new market rollouts.
- Managed and provided mentorship to a group of junior ServiceNow Developers, fostering skill growth and enhancing overall efficiency.
- Configured forms, workflows, user interfaces, and automations for HR service delivery in projects like Pfizer and MD&I.
- Collaborated with stakeholders to gather integration requirements and provided technical expertise in projects like ROSS and Toshiba Integration and MyGMS.

Computer Programmer
📅 **Jan 2020 - Jan 2022**

Philippine Army | Philippines

- Optimized Philippine Army Recruitment website for seamless and secure operation
- Designed a dashboard for monitoring officer applicant statuses across Luzon, Visayas, and Mindanao
- Led the development of Officers Career Advisory Division Information System (OCADIS), resulting in a 90% reduction in processing time.
- Designed and maintained efficient database structures
- Full-stack web development and programming tasks contributing to the advancement of organizational IT capabilities.

IT Helpdesk
📅 **Aug 2019 - Dec 2019**

Datamatics | Philippines

- Provide technical assistance and support related to computer systems, hardware, and software.
- Answer queries and addressing system and user issues in a timely and professional manner.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Record events and problems and their resolution in logs
- Determine the best solution based on the issue and details provided by customers
- Install, configure, and upgrade PC software.
- Maintain computer systems and act as support if any system goes down

Project Coordinator (Freelance)
📅 **Feb 2023 - Present**

CITROF Philippines | Philippines

- Define and understand the project requirements, objectives and scope and create a project management calendar fulfilling each goal and objective.
- Supports the Project Manager in gathering equipment, resources and information to implement both current and upcoming projects.
- Supervise current projects and coordinate all team members to keep workflow on track especially if there are any project changes.
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project, as well as to keep track of bugs.
- Organize and participate in meetings and ensuring all deadlines for certain projects are met.
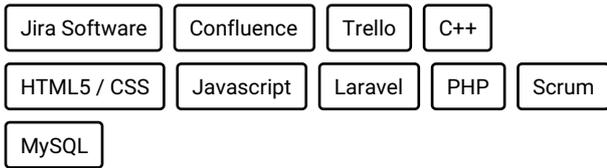
EDUCATION

BS Information Technology
📅 **2019**

Batangas State University

SKILLS

Jira Software   Confluence   Trello   C++

HTML5 / CSS   Javascript   Laravel   PHP   Scrum

MySQL

LANGUAGES

English   Fluent

OTHER SKILLS & CERTIFICATIONS

- Certified System Administrator (CSA)
- Certified Application Developer (CAD)
- AWS Certified Cloud Practitioner

SKILLS

Jira Software   Confluence   Trello   C++

HTML5 / CSS   Javascript   Laravel   PHP   Scrum

MySQL