

Krennt Craven A. Villalon

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WORK EXPERIENCE

Amdocs
Software Engineer

August 2024 - Present
Ortigas, NCR, Philippines

- Maintained and enhanced Java-based customer service portal supporting 20,000+ agents for tracking customer account status and issues, implementing CloudWatch alerts on third-party API integrations to enable proactive failure detection and contributing to EKS scaling improvements for high-availability deployments.
- Migrated and revamped legacy PHP billing portal (ESOA) serving 1M+ customers by modernizing infrastructure on AWS with API Gateway, Cognito, and CloudWatch, containerizing the application on EKS with caching for high-volume traffic, and integrating PayMaya payment processing for automated due-date billing notifications.
- Migrated on-premises SSIS jobs to AWS by engineering an event-driven task scheduler using Python, SNS, and CloudWatch, automating file-triggered workflows that previously required manual intervention.
- Developed international SIM roaming pipeline using Shell Script and Perl, enabling real-time data exchange between domestic telecom systems and foreign network providers to track and process customer usage abroad.
- Developed QR-based customer registration feature for ASP.NET MVC internet service provisioning application, integrating secure end-to-end data flow through internal APIs to automate profile population, reducing manual data entry and improving agent efficiency.
- Built ASP.NET customer address resolution application integrating Google Maps Geocoding API to capture precise longitude/latitude coordinates for new and existing customer accounts, eliminating ambiguous address data that caused technician installation errors and reducing field errors.
- Integrated Netflix third-party API into telecom bundle service by designing request/response validation layer and implementing error-handling middleware, enabling new revenue stream.

Willis Towers Watson
Software Engineer Intern

Oct 2023 - April 2024
Taguig, NCR, Philippines

- Enhanced the frontend of the Learning Experience Platform using ASP.NET MVC, improving usability and reducing recurring support tickets.
- Expanded platform accessibility across the Philippines, UK, and Germany through Azure Active Directory (Azure AD) integration, streamlining cross-regional access and reducing recurring login issues.

GCash (Mynt - Globe Fintech Innovations, Inc.)
PMO Technology & Operations Intern

Jun 2023 - Sept 2023
Taguig, NCR, Philippines

- Implemented automated workflows and custom integrations in Google Sites, reducing manual data entry for managers and streamlining day-to-day operations.
- Streamlined project execution by organizing Jira documentation and cleansing QA error tickets in Excel, accelerating issue resolution and strengthening cross-team collaboration.

EDUCATION

Pamantasan ng Lungsod ng Maynila (PLM)
Bachelor of Science in Computer Engineering
GWA: 1.60 / 5.00 (Cum Laude)

Sep 2020 - Sep 2024
Manila, NCR

CERTIFICATIONS & SKILLS

Certifications: AWS Certified Solutions Architect - Associate (2026), AWS Certified Developer - Associate (2025), Google Cloud Certified - Associate Cloud Engineer (2025), AWS: AI Practitioner (2025), AWS Certified Cloud Practitioner (2024), Microsoft Certified: Azure Fundamentals (2025)

LANGUAGES

Python Java JavaScript TypeScript C# C++ SQL Unix

WEB & FRAMEWORKS

React.js Next.js Angular Node.js Express.js ASP.NET MVC REST APIs GraphQL

MOBILE

Flutter React Native Kotlin

CLOUD & DEVOPS

AWS Google Cloud Platform (GCP) Microsoft Azure Docker Kubernetes (K8s) CI/CD GitHub Actions Vercel

DATABASES

PostgreSQL MySQL MongoDB Firebase Firestore Supabase

TOOLS & PRACTICES

Git GitHub GitLab Postman Linux Jira Agile/Scrum Contentful

PROJECTS

OneSync: RFID-Based POS and Sales Forecasting System 2024 - Present
Lead Developer and Maintainer

- Engineered a full-stack RFID-based POS and forecasting platform serving 500+ daily transactions using Flutter, Firebase, REST APIs, and PayMongo
- Integrated predictive sales analytics and digital payments, reducing manual cashier processing time by 15%

Epita — GDSC PLM & GDSC France Collaboration March 2024
Developer

- Developed a cross-border collaboration platform using Next.js, Firebase, and Tailwind, connecting 200+ students across the Philippines and France
- Configured CI/CD deployment pipelines and Firebase cloud infrastructure, achieving 99.9% uptime during the 2-week launch period

Ang Pamantasan — PLM Student Publication June 2023
Developer

- Launched a university publication platform using React.js, Contentful CMS, and GraphQL, serving 10,000+ monthly student readers at PLM and streamlining editorial publishing workflows
- Optimized Lighthouse performance score from 62 to 94 through lazy loading, image compression, and accessible navigation improvements

ACHIEVEMENTS

- 2nd Place, Best Thesis in Architecture Design — PLM Thesis Presentation (March 2024)
- 2nd Place, GDSC Ateneo De Manila Hackathon — Sagip blood donation platform (April 2023)

LEADERSHIP

Google Developer Student Club (GDSC) — PLM 2022 - 2023
Senior Web Developer & Senior Mobile Developer

- Mentored 20+ students in modern web and mobile development using React.js, Next.js, React Native, and Flutter
- Led workshops and guided full-stack projects using Material UI, Styled Components, Shadcn, and Vercel