

XENIA JOI T. BUGANAN

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Professional Summary

Results-driven Software Developer with nearly 3 years of experience in **AI-powered automation, enterprise chatbot deployment, and full-stack development** using **.NET, Angular, and Azure technologies**. Skilled in **Microsoft Copilot Studio, Azure DevOps, and API integration**, with a strong track record of transforming manual workflows into scalable, efficient digital solutions. Recognized for **technical leadership, mentoring peers**, and implementing **DevOps pipelines** that accelerate delivery, enhance system reliability, and reduce operational costs.

Core Skills

- **Programming & Frameworks:** C#, ASP.NET MVC, .NET Core, Angular, JavaScript, HTML, CSS, jQuery, Bootstrap
- **AI & Automation:** Microsoft Copilot Studio, Azure Cognitive Services (Language Studio, QnA Maker), Chatbot Development (MS Teams), Process Automation, API Design & Integration, Intelligent Workflow Optimization
- **Cloud & DevOps Tools:** Microsoft Azure App Service, Azure DevOps (CI/CD Pipelines), Git, Power Platform (Power Automate, Power Apps)
- **Databases:**
 - Primary: MS SQL** – Experienced in writing queries, testing data integrity, and supporting application integrations.
 - Secondary: MySQL** – Familiar with relational schema design, joins, and stored procedures.
 - Exposure: PostgreSQL** – Basic understanding of structure and syntax for cross-platform database work.
 - Tools: Tortoise SQL** – Used for database inspection, quick edits, and query testing.
- **Software Development Practices:** Agile/Scrum Methodology, Cross-functional Collaboration, UI/UX Enhancements, Technical Leadership, Troubleshooting & System Optimization

Professional Experience

Accenture – Packaged App Development Analyst (CL11)

Dates: *Dec 2023 - Feb 2025*

- Successfully **developed and deployed three enterprise chatbots** in Microsoft Teams, including one built with **Microsoft Copilot Studio**, to automate internal processes and improve employee support.
- **Centralized chatbot code repositories** and implemented **automated CI/CD pipelines** in Azure DevOps, accelerating deployment and reducing manual errors.
- Designed adaptive cards and **intelligent workflow interfaces**, enhancing user engagement and simplifying navigation across automated support systems.

- **Restored and recoded a corrupted chatbot UI during the holiday season**, ensuring uninterrupted service delivery after CI/CD deployment failure—demonstrating strong ownership and troubleshooting skills under minimal supervision.
- **Reassigned to enhance the Permanent Mailbox Increase process** based on proven expertise—streamlined workflows, removed redundant approvals, and reduced turnaround times.
- Collaborated with product owners, developers, and business teams to deliver scalable, secure chatbot solutions aligned with client automation goals.

Key Achievement: Delivered multiple AI-enabled chatbot solutions ahead of schedule while maintaining high deployment stability and supporting enhancements to legacy systems through automation.

Accenture – Packaged App Development Associate (CL12)

Dates: *Jul 2022 - Dec 2023*

- Began tenure with an intensive **Full-Stack Developer Bootcamp** covering .NET, HTML, CSS, jQuery, Bootstrap, and SQL, gaining hands-on experience in building and deploying web applications.
- **Led the management of Azure Cognitive Services – Language Studio**, manually processing and curating nearly **1,000 prompts** in **QnA Maker**, ensuring database accuracy and system reliability.
- Served as the **primary owner of the chatbot QnA database**, overseeing all modifications to prevent system crashes and maintain service availability.
- Developed and maintained **APIs** to automate mailbox eligibility checks and request validation processes, reducing manual errors and increasing system accuracy.
- Enhanced UI for Sub-folder and Online-Archive Details, improving mailbox capacity visibility for end-users.
- Created and presented a **Microsoft Teams chatbot prototype**, demonstrating AI-driven automation and improved operational efficiency.
- Developed client-specific chatbot Service Lines, enabling self-service functionality and reducing dependency on manual support.
- Acted as **Lead Developer**, mentoring junior team members and promoting best coding practices within the Scrum team.

Key Achievement: Recognized for exceptional ownership of the chatbot QnA Maker environment, leading to system stability and team-wide process improvements that resulted in annual automation savings of **\$38,133.50**.

Systemantech Inc. – Junior Desktop Support Engineer (L1)

Dates: *Sept 2021 - Jul 2022*

- Delivered on-site and remote **technical support for multiple client accounts** across different office sites, providing timely resolution to hardware, network, and software issues.
- Volunteered for **extended and back-to-back shifts** to ensure continuous IT coverage, assisting both on-site and remote agents during critical hours.
- Provided **desktop and laptop provisioning**, including reformatting, imaging, cloning, and configuration for on-site and work-from-home employees.

- Managed incident tickets and performed **remote troubleshooting** for account lockouts, password resets, and application access issues.
- Supported **data center operations**, ensuring hardware availability and system stability.
- Conducted **site transfers** as needed to maintain service coverage in unmanned or high-demand locations.

Key Achievement: Configured and deployed approximately **1,000 desktops and VoIP phones** across three offices, ensuring seamless agent operations and consistent IT support coverage.

Education

Bachelor of Science in Information Technology

STI Academic Center – Las Piñas

Certifications & Training

- **TESDA (Vocational Certificates) | Issued: Nov 2014**

- Visual Graphic Design NC III
- 2D Animation NC III

- **Microsoft**

- Azure Fundamentals | Issued: Sep 2022
- Security, Compliance, and Identity Fundamentals | Issued: May 2023
- Power Platform Fundamentals | Issued: Jun 2023

- **Licensed Financial Consultant**

Insurance Commission | Issued: Aug 2023

- **Google Analytics Academy Certifications (Valid Until Jun 2026):**

- *Google Analytics for Beginners*
- *Advanced Google Analytics*
- *Getting Started with Google Analytics 360*
- *Google Analytics for Power Users*
- *Introduction to Data Studio*
- *Google Tag Manager Fundamentals*