 **MARK**

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**Career Objective**

Experienced and accomplished IT Service Desk Team Leader with ten years of technical experience looking to leverage extensive background in IT Operations or Service Delivery Management that will challenge and best utilize the skills I’ve learned and acquired from past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.

**Summary of Qualifications**

* ITIL V3 Foundation - Certified
* Able to drive improvement of processes and procedures in line with ITIL best practices
* Excellent people management relationship skills and able to supervise a team and meet agreed SLA/OLA/KPIs
* Able to analyze workload metrics which demonstrate the efficiency and effectiveness of staffing resources
* Able to facilitate relations between business groups and technology departments
* Customer focused, business aware; Thinking “Global” and working “Local”
* Good interpersonal, written, and oral communication skills and strong remote communications skills, ability to work across time zones/countries seamlessly
* Good analytical and problem solving experience
* Self-starter and able to work unsupervised, under pressure and identify priority tasks
* Able to work in virtual teams and matrixed organizations and a fast paced environment
* Advance knowledge and experience in Incident and Service Request Management
* Advance knowledge in Active Directory and Exchange Management System including Office 365
* Familiar with the following Bank Trading Applications: Globus (T24), IBM On Demand and RM Portal
* Knowledgeable in VDI configuration, troubleshooting and remote desktop connectivity
* Knowledgeable in MS Office applications, hardware and software, system configuration, Windows and Mac operating systems, PC installation, configuration and basic networking

**Work Experiences**

**(1) Fujitsu Philippines**

8/F Net Square Building, 3rd Avenue Cor. 28th Street, Crescent Park West, Bonifacio Global City, Taguig City 1634

**Position:** IT Service Desk Team Leader

**Employment Date:** April 2, 2013 – December 2, 2016

* Started as an IT Service Desk Analyst for Fujitsu Australia and New Zealand (FANZ) and handles internal Service Desk of the company (Service Request and Incident Management)
* Provided service to the business and the IT, resolving user problems over the phone where possible, or immediately escalating problems to appropriate IT support teams
* Assisted users with any query that they may have and act as first point of contact for users with desktop hardware, software and computer peripherals via all contact mediums (calls/email/ticketing system/self-service portal, etc.), ensuring contact is responded in a timely manner, within established guidelines
* Became OIC after few months and handled incident management for the team
* Established a process that ensures incident tickets are being handled within the agreed SLA
* Was pullout from the team and asked to join a specialized project to assist with the demand ticket reduction of a platinum account of Fujitsu
* Served as a Team Leader for three major accounts IT Service Desks (Qantas, Calibre and Sydney Trains)
* People Management and First Point of Contact for any escalations
* Responsible for demand analysis and reduction
* Maintains ‘Sense and Response’ of all three accounts based on LEAN methodology for service improvements
* Analyze workload metrics which demonstrate the efficiency and effectiveness of staffing resources
* Maintains account SLA and OLA

**(2) Optimum Solutions Singapore**

Changi Business Park Crescent, #03-09 to #03-12, Podium B, Plaza8 @ CBP, Singapore 486025

**Position:** Information Technology Executive

**Employment Date:** September 01, 2009 to February 19, 2013

* First deployed to an investment banking company –

***Barclays Capital***, as a *Senior Service Desk Analyst* (September 01, 2009 - December 31, 2010)

* Provide a 24x7 interface between the business and the IT, resolving user problems over the phone where possible, or immediately escalating problems to appropriate support teams
* Assist users with any query that they may have and act as first point of contact for users with desktop hardware, software and computer peripherals via all contact mediums (calls/email/ticketing system/self-service portal, etc.), ensuring contact is responded in a timely manner, within established guidelines
* Deployed next to a hotel and casino –

***Marina Bay Sands***, as a *VIP Desktop Support Engineer* (January 03, 2011 - March 31, 2011)

* Provide a 24x7 IT Support for all Executives of MBS starting from the CEO/President down to the Senior Vice Presidents and their Assistants/Administrators. Deployed in the Executive Office to immediately assist the VIP's needs.
* Troubleshoot and resolve hardware and systems software problem
* Installation, setup and configuration of hardware and systems software as and when required by MBS; re-installation of systems software
* Lastly, deployed to a private banking company –

***Credit Suisse***, as an Application Support Analyst (May 16, 2011 - February 19, 2013)

* Part of the Application Support and Service Delivery teams which primarily support the Credit Suisse Private Banking users. The team provides a front line support via phone, email, ticketing system and self-service to internal users (Front and Back Office) or front line face-to-face support to Front Office users. We are expected to communicate effectively with the users and resolve/escalate issues in a timely manner based on the agreed SLA and OLA.
* Support PB applications from business perspectives and engage our clients in a proactive manner
* Incident logging and tracking, Incident and Problem Management following ITIL standards

**(3) Dell Asia Pacific Malaysia**

Bayan Lepas Industrial Zone, Penang, Malaysia

**Position:** Technical Consultant

**Employment Date:** June 27, 2008 - July 17, 2009

* Hardware technical support for Indian customers of large corporate systems. Hardware troubleshooting and dispatches via email
* Was transferred to Australia and New Zealand support for consumer customers and part of the Retailer Escalation Team for credit and system exchange processing

**Certification**

**ITIL v3 Foundation Certification  
*Candidate***  
Loyalist Certification Services (Singapore)  
December 2011

**Educational Background**

**Technological University of the Philippines**  
Ayala Boulevard, Ermita, Manila, Philippines  
*Bachelor of Technology - Electronic Communications Engineering*  
Academic Year 2000 – 2003; *Graduated:* March 27, 2003