*RODOLFO*

[Rodolfo.347529@2freemail.com](mailto:Rodolfo.347529@2freemail.com)

A distinguished Information Technology Manager with extensive experience in managing complex projects Information Systems, Telecommunication, Infrastructure, Customer Service, IT Service Delivery and Operations environment. Proven ability to bridge technology and business goals translating to business productivity solution. Experienced interfacing with key business teams. Excellent communicator, with emphasis on building strong client relationships. Quick learner in a complex environment and adapt to emerging technologies.

Successful implementation of IT solutions and ability to handle multiple complex projects at the same time and create project plans, budget, vendor and risk management, schedules and progress report in a progress elaborated environment.

Possess a strong interpersonal skills focus on teamwork that builds business relationship with colleagues, clients or partners. I’m a result oriented individual and deliver results the tasks assigned either new or existing projects.

**QUALIFICATION HIGHLIGHTS**

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| --- | --- |
| * Project Management * Information Technology | * Vendor/Client Management * Enterprise Resource Planning |
| * ITIL Service Management | * Manage Team/People Management |
| * IT Operations / IT Service Delivery * SaaS/PaaS Cloud Solution | * Process Improvement Plan * Client/Server Technology |

# PROFESSIONAL EXPERIENCE

**Far East Management Pte Ltd Singapore**

**IT Project Manager/IT Lead 2014 February – 2016 September**

Overall in charge for new and existing Hotel Network and Voice Infrastructure implementation, Front-Of-House and Back-Of-House Group Standard IT Systems and Services. Coordinate and manage Business Units to implement and deliver IT enterprise applications, enhancements and streamline processes. Perform operational support to users, project execution and management. Manage budget of over $1.5 million Information Technology projects.

**Key Roles and Responsibilities:**

* Manage and responsible on multiple projects simultaneously.
* Defines and Manage requirements, schedules, milestones budget, resources and plan project lifecycle deployment, implementation project deliverables.
* Create strategies for risk mitigation and contingency planning.
* Manage project team, stakeholders, vendors and outsourcing contracts.
* Monitor and report project status to the stakeholders, team and steering committee
* Effectively and efficiently identifies and resolve project issues and dispute resolution.
* Monitors and control time, cost and scope to ensure projects meet its target.
* Periodically review existing processes, procedure, guidelines and standards to ensure they are aligned with business changes and recommend for improvements
* Save more than $50 thousand through aggressive negotiation for contracts and corporate pricing on a budget hardware/software purchases and consulting services.
* Decrease inventory, application pricing and licensing expenses by establishing standardization for applications, PC desktops and network systems.
* Evaluate and find alternative solution to the problem
* Evaluate third-party software and solution vendor proposals

**Projects Completed:**

* Micros Opera PMS Interface with Nor1 Upselling system to two Hotels
* Micros Opera PMS Disaster Recovery Project
* Trust Central Reservation System Opera Interface Project
* Retail Mall Network Infrastructure Implementation
* Oasia Suite KL, Malaysia Hotel Pre-opening
* Oasia Downtown Singapore Pre-opening
* Group wide implementation FCS Call Accounting and Voicemail System
* Oasia West Coast Service Residence Pre-Opening
* Siteminder Group wide implementation

**Millennium and Copthorne International Ltd. Singapore**

**IT Service Support Manager 2013 April - 2014 January**

Responsible and Manage IT Systems and Service delivery. Deliver business services and reduce IT expenditures resulting in organizational realignment, system refinement and significant cost savings. In addition, collaborate with Business Units to implement and deliver IT enterprise applications and streamline processes. Perform operational support to users, defining and meeting SLA’s, project execution and management and services, process improvement. Manage 5 staff members and supporting 200 users across global locations and over $1 million budget.

**Key Roles and Responsibilities:**

* Ensure and maintained 99.99% uptime through capacity planning, proactive monitoring system, with support to global, 7x24x365 environment (service desk, service engineers and system engineers).
* Implement centralized operational support & maintenance of IT Systems (Opera PMS, Synxis, IDEAS, Windsurfer, Siteminer) to Hotel Users.
* Implement collaboration platform knowledgebase to empower and self-service end user available to them anytime, anywhere.
* Ensure that all processes compliance with security and regulatory requirements (i.e. PCI Compliance)
* Responsible for standardized reporting framework to stakeholders’ decision-making, including: a) Regular standardized reporting of activities and metrics b) ITIL/ITSM Incident, Problem, Error Management process c) Responding to special inquiries d) Ad hoc data reporting as required
* Engage end-users on ever-changing business requirements to enhance life-cycle of existing IT applications.
* Manage project plan, schedule, budget and resources (CAPEX and OPEX)
* Perform IT Audit & Budgeting (CAPEX and OPEX)
* Develop and maintain IT group standard operating procedures
* Engage and manage vendor maintenance agreements, contracts and SLA’s.

**Key Project Deliverables:**

* Hotel Pre-Opening Projects (Chengdu & Fuqing)
* Feasibility study, design, implements and deliver IPTV distribution to all properties
* Implement and Support Serenata Guest Confirmation System to all properties
* Implement and Support Guest Survey Metrics System to all properties
* Implement and Support WindSurfer online reservation System

**Banyan Tree Hotels and Resort Ltd. Singapore**

**IT Project Manager 2011 Jan – 2013 March**

Direct accountable for managing IT Projects (conversions, installations, integrations, upgrades). Responsible for Network and Voice Infrastructure implementation, Front-Of-House and Back-Of-House IT Applications and Services delivery for new and existing Hotels. Working with Business Units and vendors to implement and deliver IT enterprise applications and streamline processes. Provides system / technical support to IT Managers.

**Key Roles and Responsibilities:**

* Lead 24 months, over $2M systems and infrastructure project. Project was completed on time and within budget, despite numerous setbacks due to Stakeholders new requirements.
* Manage multiple concurrent System and infrastructure projects for setup new and existing hotels.
* Defines and Manage requirements, schedules, milestones budget, resources and plan project lifecycle deployment, implementation project deliverables.
* Create strategies for risk mitigation and contingency planning.
* Manage project team, stakeholders, vendors and outsourcing contracts
* Monitor and report project status to the stakeholders, team and steering committee
* Effective and efficiently identifies and resolve project issues and dispute resolution.
* Supervise and manage multiple projects and phases.
* Monitors time, cost and scope to ensure projects meet its target.
* Periodically review existing processes, procedure, guidelines and standards to ensure they are aligned with business changes and recommend for improvements
* Evaluate third-party software and solution vendor proposals

**Projects Completed:**

* Pre-opening Hotel Ras Al Khaimah, UAE
* Project Management System Implementation company wide
* Pre-opening Hotel Banyan Tree Macau
* Pre-opening Hotel Angsana Phuket
* Pre-opening Integrated Hotels Angsana and Banyan Tree Vietnam Hue

**Banyan Tree Hotels and Resort Ltd. Singapore**

**IT Service and Support Manager 2008 June – 2010 December**

Responsible for Group IT ITIL (OSS) Operations, Service and Support delivery. Work with Business Units to improvement and automate Hotel processes. Engage users in project execution and management for IT applications delivery.

**Key Roles and Responsibilities:**

* Coordinate and oversee on-call schedules for technical staff providing after-hours support
* Ensure the Help Desk has appropriate skills, and appropriately cross-trained, and are continuously upgrading their training and technical knowledge
* As Section Head, to set goals and objectives of Help Desk and support teams to support IT business plans that result in a cost-effective delivery of the appropriate quality services to the enterprise.
* Implement performance measurement process using metrics and service level objectives in order to provide the feedback required for continuous process improvement
* Resolve escalated problems and provide event and problem management
* Manage and maintain data center operations, servers hardware and network appliance performance, availability and maintenance agreement
* Manage software life cycle and its licensing

**Projects Completed:**

* Helpdesk Implementation across Banyan Tree group wide
* Argent Monitoring System across Banyan Tree group wide
* Implement Banyan Tree IT Security and Standard Procedures
* IT Audit and Governance

**HSBC Data Processing Philippines (HDPP) Inc. Philippines**

**IT Operations Manager 2004 Aug – 2008 May**

Provide Service-Oriented Support for bank’s IT enterprise Applications and Services as commitment to SLA (Service Level Agreements). In addition, collaborate with Business Units to integrate and align IT service and application delivery across regions. Implement and deliver IT enterprise applications and process improvement.

**Key Roles and Responsibilities:**

* Migrated over 3,000 users Windows Operating system and join to company domain environment. Drastically decrease user downtime and generate an annualized savings of $30,000
* Served as a primary point of contact on a 24-hour, 7 days a week basis for Network Operations, IT Operations and Helpdesk Operations.
* Provides Tier 1 and Tier 2 system support within the SLA and guarantee continuous business operations.
* Ensures adherence of server and desktop configurations to Group IT Security Standards.
* Ensures the integrity of systems and execution of backup procedures.
* Asset Management and Inventory of server, desktop and software licenses.
* Manage 24/7 ETS (Enterprise Technology Services) & Helpdesk teams to provide round-the-clock support across geographical regions.
* Security design, administration, Group right , Remote Access management
* When requested, establish, draft, design and implement plans that promote and standards delivery and support processes.
* Design and maintain documentation and standards for efficient and consistent service delivery.

**Projects Completed:**

* One of the pioneers that build the first site in HSBC; Server setup, installation, configuration and implementation.
* Project Manager for all Servers HNAH to HBAP migration for the 3 sites; 130 servers.
* Project Manager for the Windows Activate Directory Migration (AD) migration for the 3 sites; about 4,708 desktops and 5,000 users.
* Successfully migration of 29 different processes (Credit Card Payment/Collection, Credit Card Care, Mortgage Services Fraud, Auto Finance) as an IT Project Manager here in Alabang Site. Handled offshore migration such as US, UK and Asia Pacific.
* Traveled to Malaysia and China to handle projects; UK credit card collection voice process.
* Project Manager Lotus Notes Server build and implementation.

**Aon Philippines**

**System Administrator 1998 June – 2004 July**

Support and maintain Applications and IT Services. Provide operational support to users and project execution. In addition, perform monitoring and maintenance of enterprise applications and optimize server performance and availability.

**Key Roles and Responsibilities:**

* Responsible for managing and maintaining Operating systems (Novell, Microsoft NT, 2000).
* Responsible with the pilot project to design, rollout & support a large national implementation and delivery of Enterprise applications (Exchange 2000 & Lotus Notes and workstations)
* Perform capacity management, daily backups; restore files from backup, printer management and general preventive maintenance such as system patches and driver updates. Troubleshooting involves installing and supporting Network Operating Systems, and provides technical support for Network Security and Network Services to the users.
* Responsible for supporting entire software network for all employees, including LAN technologies, email, Internet and intranet accounts.
* Administer and maintain a local MS Exchange system and global Lotus Notes Domino Server, perform determination / resolution, and perform root cause analysis on LAN/Server/E-mail problems.
* Performs trouble shooting network components such as: HUBS, CICSO ROUTERS, switches, and NIC cards and maintain and handles Telecom such as PABX, voice and data connectivity.
* Oversee the overall maintenance of entire PCs workstations, Services, and Network Peripherals. Supports Windows 95, 98, NT workstation, Windows 2000 professional and windows XP for desktop application.
* Design and deploy reports in small programs developed in Visual Basic 6.0 and Crystal Report 8.5.

# EDUCATION

###### Master Degree in Management (Technological University of the Philippines)

###### Bachelor of Science in Computer Science (Manuel L. Quezon University)

# QUALIFICATION SKILLS

* The 7 Habits of Highly Effective People Foundations
* ITIL V3 Foundation Certified
* Microsoft Certified IT Professional Microsoft Project 2007, Managing Projects
* Microsoft Certified IT Professional Enterprise Administrator Windows Server 2008
* Microsoft Certified IT Professional Server Administrator Windows Server 2008
* Microsoft Certified Technology Specialist Windows Server 2008 Active Directory: Configuration
* Microsoft Certified Technology Specialist Windows Server 2008 Application Infrastructure: Configuration
* Microsoft Certified Technology Specialist Windows Server 2008 Network Infrastructure: Configuration
* Microsoft Certified Technology Specialist Microsoft Windows Vista: Configuration
* Microsoft Certified System Administrator Windows Server 2000
* Microsoft Certified ProfessionalWindows Server 2000