BRIAN

Email: brian.368519@2freemail.com

To obtain a position where I can effectively contribute my technical skills in the IT field and where I can utilize my work experience to improve the company's operation

WORK EXPERIENCE

REALPAGE

IMPLEMENTATIONS ANALYST

APRIL 2015 – JANUARY 2017

Job Role / Responsibilities

* Manage appropriate expectations during the implementation of Revenue Management System for each client
* Build and maintain relationships with Professional Services team members to ensure successful implementation
* Develop and communicate implementation plan and status for each client implementation
* Manage the initial software setup of new client properties on the Revenue Management System as well as providing fact-based implementation guidance to ensure successful transfer of data
* Communicate the project scope and possible issues in a timely manner
* Initiate and coordinate internal quality assurance tests to verify accurate setup
* Work with Professional Services team to ensure necessary information is available for the implementation
* Actively and effectively manage multiple implementation projects so that implementations are completed on time and to the satisfaction of clients
* Apply SQL data fixes to ease setup of client specific requirements
* Gather and load Property Management System data
* Ensure accurate data is being received from source Property Management System and communicate any issues
* Troubleshoot Property Management System data and file issues
* Assist with the creation and maintenance of implementation related documents, check lists and procedures
* Manage and schedule time to meet implementation goals and maximize department profit
* Provide superior customer service to all internal and external customers

MAERSK GLOBAL SERVICE CENTRES LTD. PHILS.

APPLICATION SUPPORT SPECIALIST

PROCESS EXPERT

JANUARY 2012 – APRIL 2015

Job Role / Responsibilities

* Provide business support to both DAMCO (MAERSK Logistics) and external client users globally for all system errors and functionality support issues relating to one or multiple Application/Processes
* Provide first line Business Support to all incidents and request reported by business users including user admin process, interface failures or any system/process issues causing disruption to the business
* Serve as Level 1 and Level 2 business support desk to resolve system issues as reported by the users
* Use personal judgments and initiative to develop effective and constructive solutions to challenges and obstacles in activities and Standard Operating Procedures (SOPs)
* Part of Systems Development Life Cycle (implementation & testing phase)
* Provide support to global managers on tier 2 system issues
* Handle global system configuration, errors, and system bugs
* Manage the queue for global issues
* Generate operational team reports
* Support sea/air freight forwarding applications

TIMESCORE INTERNATIONAL INC.

IT ADMINISTRATOR

FEBRUARY 2011 – 2012

Job Role / Responsibilities

* Design and maintain the network structure of the company
* Reports directly to the director
* On-call server monitoring, maintenance, and configuration
* In-charge of setup and configuration of all computer hardware & other peripherals
* Provide technical support to all employees for hardware, software, internet, web-based tools and other applications
* Provide assistance on admin tasks
* Supervise and manage the CCTVs (installation/maintenance)

AMA UNIVERSITY EAST RIZAL

(IT DEPARTMENT)

INTERNSHIP

MAY – JULY 2011

Job Role / Responsibilities

* Provide technical support to all employees/students including hardware, software, web-based tools and other applications
* Server monitoring and configuration
* In-charge of setup and configuration of all computer hardware & other peripherals
* Supervise and manage the CCTVs (installation/maintenance)

SEMINARS AND TRAININGS

* Microsoft Certiﬁed Professional
* CCNA 1, 2, 3, 4 (CISCO Certiﬁed Network Associate)
* SAP (Basics)
* Effective Email Correspondence
* Effective Communication
* Heart of Service
* Microsoft Excel Intermediate Skills

**Learning Management System Courses Passed:**

* ITIL: Financial and Security Management
* ITIL: Service Level and Capacity Management
* ITIL: Problem and Change Management
* ITIL: Configuration and Release Management
* ITIL: Continuity and Availability Management
* ITIL: The Service Desk and Incident Management
* ITIL V3 Foundation Syllabus v4.2:
* Introduction to Process Excellence (PEX)
* PEX Basics – Mobilise, Analyse, Envision, Realise, Kaizen

TECHNICAL COMPETENCIES

Software: Operating System (Windows7-10), Office 365, Advance MS Ofﬁce (all versions)

Database: MS SQL

Networking: Cloud computing, Cisco Certiﬁed Networking Associate (CCNA), IPtime

Programming: VB.NET

Web: Microsoft SharePoint, InfoPath, PHP, HTML, Adobe Dreamweaver

Others: SalesForce, ServiceNow, Remedy ticketing tool, Adobe Photoshop, KorelDraw, SAP/ERP, Kewill Freight Forwarding Application, MODS, MORE, MDM, INTTRA, GXS, MNA, GET, FACT, GENTRAN,

OTHER SKILLS

* sales / marketing
* social media advertising
* sports apparel designer / QA
* garment production supervision
* buyer
* excellent customer service/relations skills
* multisport athlete

EDUCATION

Bachelor of Science in Information Technology

AMA University, East Rizal

(2011)