

**ALYSA**

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| **OBJECTIVE**An energetic and hard-working individual with a strong desire to succeed. Highly organized and detail-oriented professional with great communication and problem solving skills. Proven ability to juggle multiple priorities and meet tight deadlines without compromising quality, to learn new task quickly and to communicate effectively at all levels.  |
| **SKILLS AND QUALIFICATIONS**Able to work to a high degree of detail and has very strong organizational skillsCreate positive working environment in every team membersPunctual with recognized zero absenteeism and tardinessProficient in Microsoft Office Application – Word, Excel, PowerPoint, OutlookKnowledge in Programming Language – Turbo C++, Visual Basic/Visual Studio, Javascript, Hypertext Markup Language (HTML)Knowledge in Database Management - MySql, Microsoft AccessProficient in using Windows Operating SystemKnowledge in problem solving and computer troubleshooting - Software, Hardware and Network Troubleshooting |
| **PERSONAL INFORMATION**Email: alysa.369213@2freemail.com Date of Birth: September 26, 1992Nationality: FilipinoMarital Status: Single |
| **PROFESSIONAL EXPERIENCE**1. **RCBC Bankard Services Corporation – Pasig, Philippines**

RCBC Bankard is a multi-awarded player in credit card business that carries the widest range of credit cards in the Philippines.*July 2015 – February 2017***Technical Analyst/Administrative Assistant for Data Operations*** Ensures business critical task checklists are followed and that all scheduled events are completed correctly in a timely and efficient manner.
* Coordinates with foreign based third party companies based in India, China and Malaysia who are supporting the systems currently used by RCBC Bankard.
* Identifies and report deficiencies in systems, services and procedures, and ensures that corrective actions identified are completed by coordinating with the respective programmer.
* Ensures security protocols are adhered in the distribution, transmission, and delivery of output reports and data files to the respective department.
* Handled inquiries from different departments via phone or in-person and provide effective and timely resolutions.
* Keeps the group head informed of any issue encountered during the execution of batch processes.
* Sets up user log-on accounts for new employees, makes changes to user accounts as needed in Microsoft Active Directory.
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories.
* Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
* Tracks and maintains copies of software licenses, warranties, and maintenance agreements.
* Plans the monthly shifting schedule of data center personnel; schedules monthly meeting and ensures minutes of the meeting.
* Organizes and plan meetings for programs turnover.
* Participated in meetings such as evaluation of system application to improve the operation.
1. **Supremosoft – Cosmotech Makati, Philippines**

A software development company in the Philippines that provides reliable software solutions for Human Resource Information Systems (HRIS) and web applications. *March2015 – May 2015*  **Quality Assurance Tester/IT Assistant – Intern*** Screen phone calls received by the team and direct it to the specific person if necessary.
* Monitored and maintained the inventory of office supplies.
* Manages user log-on accounts using Microsoft Active Directory.
* Documented test results and communicated to development team for improvements and/or sign-off.
* Created detailed user guides of the various processes and standards for entering data into the new developed system.
* Evaluated the prototype of PhilHealth Website (Philippine government’s national health insurance program).
* Conducted User Acceptance Testing simulation of Biometrics Devices and its integration to the Timekeeping and HR applications.
1. **SMART Communications Inc. – Makati, Philippines**

SMART Communications Inc. is the leading wireless and telecommunications provider in the Philippines.*December 2014 – March 2015*   **Retail Support Analyst - Intern**  * Tracks all incoming customer and employee service request by uploading the information in a database in order to monitor the response and action of the necessary department within the turnaround time. Hence, a reminder shall be sent one day before the case reaches overdue otherwise escalate to appropriate superior when overdue.
* Provides assistance in handling customer complaints by coordinating within internal departments.
* Trained and used User Access Management (UAM) Solution to process and monitor employees’ requests.
* Trained and used Loyalty CRG Monitoring System to track loyalty points and redemption of the subscribers.
* Developed reports for data analysis of UAM and Loyalty CRG that were acknowledged by management and supported the improvement of the department’s Service Level Agreement (SLA).
* Achieved the Key Performance Indicator (KPI) which is to resolve issues within the SLA.
1. **Online English Tutor – Manila, Philippines**

*January 2014 – August 2014** Provides instruction to Chinese students on a variety of subjects using a distance-learning format. Responsible of teaching, guiding and assisting the students in learning Basic English communication and pronunciation skills.
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| **EDUCATIONAL BACKGROUND**1. **Degree:** Bachelor of Science in Computer System (BS CS)

**Graduated:** March 2015**Adamson University –** Manila, PhilippinesThe BS CS program prepares individuals for all potential career positions in the Information Technology field. These include but not limited to: Software Tester, Web Developer, Computer Data Encoder, and Associate IT Specialist.**SEMINARS ATTENDED**1. **COMMUNITY IMMERSION**

*March 2015 – Bulacan, Philippines*1. **CAREER DEVELOPMENT**

*January 2015 – Manila, Philippines*1. **IT STUDENT CONGRESS**

*January 2013 – Manila, Philippines*1. **ADVANCED PHOTOSHOP**

*January 2013 – Manila, Philippines*1. **WEBDUCATE: ACTIONSCRIPT 3.0**

*January 2013 – Manila, Philippines*1. **TREE ADOPTION**

*January 2012 – Manila, Philippines* |
| **HOBBIES AND OTHER SKILLS**1. **Playing Volleyball**
* Member of High School Varsity and awarded as Most Valuable Player (MVP) for Volleyball for 2 consecutive years in Sta. Isabel College, Manila, Philippines (High School Education)
1. **Culinary**
* Vice President of Culinary Arts Club in Sta. Isabel College, Manila, Philippines (High School Education)
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**CHARACTER REFERENCE**

 *To be furnished upon request*