**Michael**

Email: [Michael.311245@2freemail.com](mailto:Michael.311245@2freemail.com)

***CAREER OBJECTIVE***

To improve my I.T. Customer Support Service Skills and develop my profession as an Application/System Developer.

***EDUCATIONAL BACKGROUND***

Collegiate: Columban College

#1 Mt. Apo St., New Asinan Olongapo City, Zambales

Course: Bachelor of Science in Computer Science (BSCS)

Year(s) Attended: 2000 – 2004, 2011 (Graduating year)

Secondary: St. Joseph’s School – High School Department

18th St. Corner Canda, Barreto & Elicaño Sts., E.B.B.,

Olongapo City, Zambales

Year Graduated: 2000

Primary: St. Joseph’s School Elementary

20thElicaño St., E.B.B., Olongapo City, Zambales

Year Graduated: 1996

***WORK EXPERIENCE***

1. **Software Tester**

*IDESS Interactive Technologies (IDESS I.T.) Inc.*

May 2004 – March 2007

*Duties and Responsibilities*

* Creates test plans and scenario based tests to assure quality of the products/systems.
* Conducts functional and operational testing of the product/system to ensure the quality and that the client requirements are met.
* Documents all detected system bugs and issues.
* Communicates with the development team to resolve issues found in the system.

1. **Multimedia Programmer**

*IDESS Interactive Technologies (IDESS I.T.) Inc.*

March 2007 – December 2007

*Duties and Responsibilities*

* Design and development of computer based learning programs.
* Ensures timely completion of assigned projects.
* Track, monitors and documents all system design and project communications.
* Creates and updates user guide and operational manual.
* Ensures that backups of project files and documents are up to date
* Ensures effective teamwork among the team.
* Provides technical support to clients in CBT projects and maintains good working relationship with client.
* Recommends program enhancements or research on new technologies that could be used in production.
* Performs other duties as may be assigned in consultation.

1. **Internal Quality Management System Auditor**

*IDESS Interactive Technologies (IDESS I.T.) Inc.*

Additional duty assigned in the company

September 2005 – December 2009

*Duties and Responsibilities*

* Studies and familiarizes self with the procedure of the process that will be audited.
* Creates an audit plan and audit schedule which is presented to the process owner.
* Documents the audit findings and coordinates and presents it with the Quality Management Representative and process owner.

1. **Electronic Data Processing (EDP) – Team Leader**

*IDESS Interactive Technologies (IDESS I.T.) Inc.*

January 2008 up to September 2013

*Duties and Responsibilities*

* Leads a team of EDP staff in the management and monitoring of customer database.
* Ensures timely, accurate electronic data interchange document processing.
* Ensures tracking, monitoring and documentation of all clients’ transactions and communications.
* Delegates tasks, assess and monitor team’s performance.
* Prepares status reports and informs management on problems or issues encountered in data processing.
* Creates and updates documentation including process implementation guides.
* Develops system support tools for the EDP Section.
* Ensures that backups of customer database are up to date.
* Assists on providing effective technical support to handle customer requests if required.
* Maintains good working relationship with Customers and other IDESS IT departments.
* Ensures effective teamwork among the EDP Team.
* Assists/Performs product presentation and joins marketing events to promote products to potential clients.
* Communicates system changes with the production team and participates in designing system changes according to customer requirements.
* Assists in applicant interviews, orientation of new employees and provides performance feedbacks to management.
* Performs other duties as may be assigned in consultation.

1. **Customer Support Group (CSG) Supervisor**

*IDESS Interactive Technologies (IDESS I.T.) Inc.*

September 2013 up to present

*Duties and Responsibilities*

* Supervises Customer Support Group.
* Leads the Customer Support Group in the management and monitoring of customer database.
* Ensures timely, accurate electronic data interchange document processing.
* Ensures tracking, monitoring and documentation of all clients’ transactions and communications.
* Delegates tasks, assess and monitor team’s performance.
* Prepares status reports and informs management on problems or issues encountered in data processing.
* Creates and updates documentation including process implementation guides.
* Develops system support tools for the Customer Support Group.
* Ensures effective technical support to clients in coordination with the Multimedia Programming Section and/or Web Programming Section.
* Ensures customer database backups are up to date.
* Maintains good working relationship with Customers and other IDESS IT departments.
* Ensures effective teamwork among the Customer Support Group
* Assists and/or performs product presentation and joins marketing events to promote products to potential clients.
* Communicates system changes with the production team and participates in designing system changes according to customer requirements.
* Assists in applicant interviews, orientation of new employees and provides performance feedbacks to management.
* Performs other duties as may be assigned in consultation.

***TRAININGS AND SEMINARS ATTENDED***

Internal QMS Auditor

Building 2079 Nabasan Pier, Naval Magazine Area, Subic Bay Freeport Zone

September 18, 2005

Understanding, Documenting and Implementing an ISO 9001:2000 Quality Management System

July 24, 2005

Building 2079 Nabasan Pier, Naval Magazine Area, Subic Bay Freeport Zone

IDESS I.T 2K6 Team Building

All Hand Beach Resort, Subic Bay Freeport Zone

January 14, 2006

Root Cause Analysis

Building 2079 Nabasan Pier, Naval Magazine Area, Subic Bay Freeport Zone

July 30, 2006

Implementing a Microsoft SQL Server 2005 Database

Bldg. 8348 Bohol Road, Upper Cubi, Subic Bay Freeport Zone

May 4, 2007

Fire Brigade Training

Bldg. 8348 Bohol Road, Upper Cubi, Subic Bay Freeport Zone

January 30, 2008

TOP Performance Workshop

January 31, 2008

Discovery Suites, Ortigas Center, Pasig City

Adobe Flash Actionscript 3

Bldg. 8348 Bohol Road, Upper Cubi, Subic Bay Freeport Zone

June 22, 2008

5707 – Basic Offshore Safety Induction and Emergency Training and Travel Safely by Boat

IDESS Maritime Training Center (Subic) Inc.

June 10 to 13, 2013

***SKILLS***

* Good in Oral and Written Communication
* Knowledgeable in using Microsoft Office applications
* Knowledgeable in using Adobe Photoshop
* Knowledgeable in programming Macromedia Director (Lingo Language)
* Knowledgeable in programming Macromedia Flash (Action Script 1)
* Knowledgeable in web development using HTML, CSS, Javacript and basic PHP & MySQL
* Knowledgeable in basic computer hardware and software troubleshooting
* Experienced in training customers from using record management systems and learning management applications
* Experienced in gathering customer requirements for record management systems particularly in Human Resource Information System and Competence Assurance System

***ADDITIONAL WORK EXPERIENCE***

* Conducted operational training on Manning Coordinators of Crew Management System

Banbury, United Kingdom – June 2010

* Familiarization and product roll-out of HRIS and POB System in FPSO Perisai Kamelia.

Singapore – May 2013

* Trained FPSO crew members for operational use of HRIS and POB system and assisted on system implementation in FPSO Perisai Kamelia.

Malaysia – June – July 2013

* Assists client in planning of Competence Assurance System (CASys) Roll-out

Banbury, United Kingdom – March 2014

* Trained FPSO crew members and onshore personnel for operational use of Competence Assurance System.

Vietnam – April 2014

* Conducts onboard training of Competence Assurance System (CASys)

Cable Retriever, Subic Bay Port – September 2014

***PERSONAL***

Gender: Male

Civil Status: Single

Date of Birth: December 5, 1983

Height: 5’ 8”

Weight: 155 lbs.

Citizenship: Filipino

Religion: Roman Catholic

I hereby certify that the above information is true and correct.

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