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ENGR. KENNETH STA CLARA

Katarungan Village, Muntinlupa

+639279989270

staclara.jeankenneth@gmail.com

A self-motivated, creative, and highly skilled information technology professional seeks an oppurtunity in Web Developement. Bringing years of work experience in IT Service Management and knowledge in front-end and back-end web development, I aim to utilize my skills in programming and design to efficiently build professional projects, serve an excellent platform with attractive and user-friendly websites and make a direct impact on the company's line of business.

Website: https://jeankennethsc02.github.io/Web-Portfolio/

SKILLS

- HTML, CSS, Flexbox, Bootstrap
- JavaScript, ReactJs
- PHP, Laravel, NodeJs
- MySQL, No SQL (MongoDB)
- UI Design Figma, AdobeXd, Adobe Photoshop
- Hardware / software troubleshooting

TRAININGS

- Agile Scrum Fundamentals
- Basic Lean Six Sigma
- ITIL V3 Foundation
- Effective Business Correspondence

EDUCATION

Full Stack Web Development
Zuitt / 2018 - 2019

Bachelor of Science in Electronics and Communications Engineering
Adamson Universit/ 2003 -2008
Electronics Engr. Licensed No. 0046897

WORK EXPERIENCE

SYSTEMS SUPPORT ANALYST - ENTERPRISE RELEASE MANAGEMENT

Wells Fargo / Jul 2016 - Jan 2020 / Taguig City

Act as Enterprise Release Coordinator to support Enterprise Release Management processes to help ensure quality Enterprise Release with: Severity 1 or severity 2 issues within scope of release controls. Collaborates with Release managers, project managers, application managers and teams to ensure that all enterprise release deliverables are met. Partner with Release Manager to execute on Target Operating Model deliverables. Perform assessments at various points in the release cycle for both on and off release packages and communicate missing deliverables to Project Managers and Application team to resolve discrepancies.
AWARD: Wells Fargo Champion - Innovation

IT SENIOR SERVICE DESK ANALYST

CGI Philippines / Jan 2015 - June 2016 / Taguig City

Technical/Process Trainer - Transitioned 2 Lines of Businesses from Canada to Manila. Appointed to be the technical and process trainer for service desk level 1 analysts. Acted as central liaison for transition activities. Managed day to day transition communication to foreign clients and to the management team. Produced relevant reports accurately in a timely manner at agreed frequency. Reviewed outcome of the transition projects to determine any corrective actions that could be taken to improve timely delivery.

Maintains ownership of incidents, ensuring status updates and resolution according to the agreed upon SLA. Managed escalation issues and handles Severity 1 and 2 issues and assuring that it is communicated to the appropriate resolver group. Diagnosed and supports LAN Networking, hardware and various software application issues. Troubleshoots local and network printers. Experienced in Active Directory Administration. Handles creation of new profiles, perform password reset, unlock accounts and provide access levels.

IT SERVICE DESK ANALYST

Stefanini Philippines / Feb 2013 - March 2015 / Makati City

Diagnosing and triaging network, software and hardware issues. Installations and uninstalls different software applications. Works around user accounts (Active Directory, Microsoft Exchange, Lotus Notes) inside virtual machines (XEN Desktop/VMware). Performs Active Directory user administration tasks including creating new profiles and terminations following provided security policies

TECHNICAL ENGINEER

GFI Software / April 2011 - Jan 2013 / Taguig City

Managing the system performance, capacity and maintaining the antivirus end point protection

PROCESS ASSOCIATE

Genpact / Jan 2010 - Feb 2011 / Muntinlupa City

Provides training to clients in the use of system applications