LYMAE INGALLA

STUDENT ASSISTANT

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PROFESSIONAL SUMMARY

Motivated and detail-oriented professional with four years of experience at Nets, specializing in roles such as Customer Service Agent, Onboarding Specialist, System Specialist, and Operational Support Specialist. Proficient in ServiceNow and Power BI, with a strong track record in incident management and dashboard optimization.

EXPERIENCE

November 2024 – Present

Operational Support Specialist/ Incident Manager - Nets

- Provided operational support to internal teams and stakeholders.

- Managed and optimized ServiceNow dashboards for different departments.

- Utilized Power BI to create KPI dashboards for the customer service department.

- Incident Manager, analyzing incidents and reporting to senior management.

- Collaborated with cross-functional teams to improve operational processes.

July 2023 – November 2024

DK/NO System Specialist - Nets

- Maintained and optimized system functionalities to enhance efficiency.

- Provided technical support and troubleshooting for internal stakeholders.

- Assisted in the implementation of new systems and tools within the company.

February 2022 – April 2022

Onboarding Specialist - Nets

- Guided new customers through the onboarding process.

- Ensured smooth integration of Nets services into customer operations.

- Provided training and support to new clients.

EDUCATION

AP Computer Science Student
KEA Københavns Erhvervsakademi

KEY SKILLS

- PROJECT MANAGEMENT
- SAP SYSTEMS
- ERP
- INCIDENT MANAGEMENT

LANGUAGES

- English (Fluent)
- Danish (Proficient)
- Filipino/Tagalog (Native)

November 2021 – February 2022

Customer Service Agent - Nets

- Assisted customers with inquiries, troubleshooting, and transaction issues.

- Ensured high-quality customer service and satisfaction.

- Worked with internal teams to resolve complex customer issues efficiently.

EDUCATION

Datamatiker (Computer Science)

KEA Københavns Erhvervsakademi

2024 – Present

- Studying IT solutions and their integration into business processes, including e-business and IT security risks.

- Learning system development, analysis, design, and documentation methods with a focus on usability and quality assurance.

- Gaining programming expertise in various languages, algorithms, architectures, and database programming.

- Understanding IT infrastructure, including operating systems, networks, and database management, with a focus on security and distributed systems.

TECHNICAL SKILLS

- ServiceNow: Dashboard creation and optimization for multiple departments, including LAKA, which handles large clients such as Salling Group, DSB, and Rekom. The dashboards I created have been instrumental in identifying errors, helping departments raise incidents for those issues. As an Incident Manager, I would then ensure that these incidents are properly routed to the appropriate stakeholders for resolution.

- Power BI: Building KPI dashboards for business insights. I helped build dashboards for the Customer Service department at Nets, where different tabs display agent performance on the agent's KPI´s allowing them to monitor their ranking in terms of performance.

- Incident Management: Experience in analyzing and reporting incidents.
- Microsoft Office Suite: Excel, PowerPoint, Word.

- SQL & Java: Currently learning as part of Computer Science studies.

LANGUAGES

- English (Fluent)
- Danish (Proficient)
- Filipino (Native)