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## France Nicole P. Ocampo, ITILv4

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### TRAININGS ATTENDED

Sep – December 2023	<b>Full Stack Web Development</b>	Zuitt Coding Bootcamp
Jan 16 – 20, 2022	<b>ITILv4 Training</b>	Spartan Allied Services

### TECHNICAL CERTIFICATIONS

Jan 10, 2022      **ITIL® v4 Foundation Certified**

### PROJECTS

Resume created using HTML, CSS (Flex and Grid) & Bootstrap. Page hosted in github. Link -> [https://ofncp.github.io/fncpo\\_resume/](https://ofncp.github.io/fncpo_resume/)

Built a database using MongoDB, Postman and Node.js, Express.js, & Java Script. Script deployed in Render. Link -> <https://capstone2b-ocampo.onrender.com>

Created my first e-commerce website (Ice Hockey Gears Online Store) using React.JS. Site deployed in Vercel. Link -> <https://cap3ocampof.vercel.app/>

### SUMMARY OF CAREER HISTORY

Nov 2022- Sep 2023	<b>IQVIA</b> , Incident Management Analyst
Jan 2014- Mar 2020	<b>Hygge Travels</b> , IT Service Desk
Nov 2012- Sep 2013	<b>Transcom Worldwide Philippines</b> , Collections Specialist
Oct 2009 – Sep 2010	<b>Genpact Services LLC</b> , Customer Service Representative

### EDUCATION:

- Bachelor of Science in Business Management, Philippine Women's University. Jun 2020 – Oct 2023
- Associate Degree in Computer Science (32 units completed), Emilio Aguinaldo College. Jun 2014 – Mar 2015

### RELEVANT EXPERIENCE

#### **Nov 07, 2022 –Sep 03, 2023, IQVIA, Incident Management Analyst**

- Trigger the incident and event management procedures as needed. Act as primary contact in the coordination, triage and management of minor and major incidents from detection through resolution. Be able to step in to coordinate, triage and manage critical incidents when called upon.
  - Assist in the setup and coordination of conference bridges to accommodate IT support personnel for Change & Release calls, Critical Incident Bridges, Business /Management Bridges and other auxiliary calls as maybe required by the business
  - Monitor events within the global IT environment through timely escalation of alerts which have exceeded critical thresholds to the global support teams to avert impactful incidents.
  - Perform documented triage and mitigation action for event management alerts.
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- Escalate incidents and alerts to the appropriate Tier-2 and Tier-3 teams.
  - Manage the IQVIAs electronic mailbox by timely responding to inquiries, incident reports, and other pertinent Perform daily operational duties as part of the IT organization's "keep the business running" (KTBR) activities including health and hygiene checks of servers, applications, and the overall production environment.
  - communications sent to it. Effectively relay important incident updates to the global IT support teams.
  - Identify opportunities to minimize exceptions to processes, and propose framework for sustainable practice.
  - Performing investigation and diagnosis of Incidents, including closure categorization, user satisfaction survey, and completion of Incident documentation.

**Jan 10, 2014 – Mar 22, 2020, Hygge Travels, IT Service Desk**

- Works with Hygge Travel end-users to fulfill service requests and resolve incidents that have been raised by approved intake methods, including but not limited to phone, chat, and email.
- Achieve individual and team goals including quality.
- Organizes workload to meet deadlines as assigned by the team leader.
- Build and maintain relationships with all IT and applicable business units.
- Maintains awareness of the current and forecasted states of the IT environment.
- Stay informed of current or changing trends in IT operations including the current and newly offered services, policies, procedures, and other external changes that could have an impact on service, and desk services.
- Adhere to service desk best practices and process frameworks, such as ITIL.
- Maintain the knowledge base repository, improving end-user satisfaction and costs by increasing first contact resolution.

**Nov 30, 2012 – Aug 2, 2013, Transcom Worldwide Philippines., Collections Specialist**

- Collect accounts in full or any variations of payment obtainable through negotiation.
- Ensure the collection of the required amount.
- Examine and account for the debt amount and confirm the customer's address to define the best course of action, taking into consideration the financial implications for both the client and the company.
- Handle accounts in the appropriate manner, ensuring full compliance with policies and procedures.
- Maintain and update all relevant information in the customer's file.
- Meet set monthly targets/KPIs.

**Oct 10, 2009– Sep 14, 2010, Genpact Services LLC, Customer Service Representative**

- Fulfill customer service requests via phone
  - Establish and maintain effective and cooperative working relationships and excellent customer service with dealers and consumers
  - Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution, expediting correction, and following up
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