MICHAEL DIMSON GALANG

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✉ michael_gtmc@yahoo.com

OBJECTIVE:

To fully utilize my acquired skills in every work aspect and to contribute my knowledge and creativity in dealing and accomplishing my daily task and responsibilities through careful planning, innovation and proper implementation.

WORK EXPERIENCE:

SERVICENOW ADMINISTRATOR
Stefanini Philippines
September 2023 to Present
- Automation through ServiceNow including design, creation and administration of components such as Forms, Workflows, Catalog Items, Metrics, Service Level Agreements, Reports, Dashboards
- Contribute to continuous improvement of processes, standards, policies, working methods, and tools.
- Load, transform and maintain data interfaces between ServiceNow and other systems.
- Monitor logs, performance and overall health of ServiceNow instances.
- Provide guidance and training of system usage to clients and end users.
- Write and maintain up-to-date documentation related to the application administration and configuration.

SENIOR INCIDENT CONTROLLER - Dow Chemical
Stefanini Philippines
October 2020 to August 2023
- Drive the effectiveness of the Incident Management process.
- Responsible for monitoring the following:
  - Aging Tickets
  - Bouncing Tickets
  - VIP Tickets
  - Tickets about to Breach SLA
  - Tickets that have already Breached SLA
  - Untouched Tickets
  - Tickets Flagged for Follow up
  - Deep dive into ticket trends
- Working with the Delivery and SMO Team about trends analysis and performance metrics.
- Oversees the Lifecycle of tickets and working to improve processes through ServiceNow.
- Create real-time trend and analysis reports based on the needs of the client using ServiceNow and Office 365 tools.
- Guide and train other Incident Controllers regarding IC process improvement and development.

KEY SKILLS:
- IT SERVICE MANAGEMENT
- SERVICE-NOW
- DATA ANALYTICS
- OFFICE 365 APPS
- ACTIVE DIRECTORY
- MS WINDOWS 7/8/10/11
- WINDOWS SERVER 2016
- HTML/ JAVASCRIPT/VB 6.0
- CSS/PYTHON/WEB DESIGN
- BASIC SAP

CERTIFICATION:
- ITIL V4 FOUNDATION
- ITIL V3 FOUNDATION
- MICROSOFT TECHNOLOGY SPECIALIST
- TRAINER CERTIFICATION

REFERENCES:

- **STEPHEN CASIO**
  Regional Head,
  VP for HR &
  Finance Ops
  09778372234

- **ARLENE BANARES**
  Stefanini Service
  Delivery Manager
  09177209386

- **JEFFRY PENAFIEL**
  IT Manager
  09276598264

SENIOR OPERATIONS SPECIALIST- Philip Morris International
Stefanini Philippines
January 2017 to October 2020
- Oversee the Helpdesk IT Operations across APAC Region
- Conduct Training to the New hires and Helpdesk team for new application and process improvement.
- Manage Knowledge Management in APAC region.
- Serve as the Subject Matter Expert for global and local applications and Global SaaS(Office 365, MS Intune, Azure, Service-Now, Active Directory, SAP etc.)
- Design Service Management Process Improvement
- Handle escalations and urgency cases that require immediate resolution.

INCIDENT CONTROLLER – Philip Morris International
Stefanini Philippines
November 2015 to December 2016
- Drive the effectiveness of the incident management process.
- Manage High Impact issues and Special Situation cases.
- Cascade Communication for any System Maintenance or Outage
- Handle queue monitoring of Medium and High Severity cases.
- Coordinate with On Duty Manager and Service Manager and provide them regular updates and progress resolution of High Severity cases.

SME/IT SECURITY ADMIN/SERVICE DESK – Philip Morris International
IBM Business Services / IBM Solutions & Delivery
January 2012 to November 2015
- Provide 1st level troubleshooting and technical solutions.
- Proper handling of calls in assisting users to their technical concerns.
- Install software using SCCM.
- Manage security folder and file access using Activity Directory and Windows Server.
- Provide training to helpdesk new hire agents about IT tools.
- Manages the training to Helpdesk Analyst for every new process.
- Take end to end responsibility and ownership of driving process knowledge in the team.
- Demonstrate problem solving skills.
- Understanding of excel and other reporting tools.
- Build and maintain knowledge base.
- Perform training and need analysis, refresher trainings for new hires, or new team members.
- Drive to achieve team SLA's, Monitor the call queue and ensure prompt action.
- Take ownership of escalated tickets.
- Drive and take ownership of completing all technical training modules within the team.
- Drive towards process improvements.

HELP DESK ANALYST – IBM Solution and Delivery
AMTI Technologies Philippines
April 2010 to December 2011
- Proper handling of calls in assisting users with their technical concerns.
- Provide technical solutions to users.
- Respond solutions to the users' email.
- Guide user on solution through desktop remote assistance
- Generate daily reports of Helpdesk team

PERSONAL DATA:

BIRTHDAY: MARCH 6,1983

AGE: 40

GENDER: MALE

CIVIL STATUS: MARRIED

NATIONALITY: FILIPINO

HEIGHT: 5'4

WEIGHT: 132 LBS

RELIGION: THE CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS

EDUCATION:

RIZAL TECHNOLOGICAL UNIVERSITY
BS COMPUTER ENGINEERING
5th Year Undergraduate
November 2005 to April 2010

UNIVERSITY OF THE EAST
BS ELECTRONICS AND COMMUNICATION ENGINEERING
June 1999 to April 2001

PATEROS NATIONAL HIGH SCHOOL
June 1995 to April 1999

DR. ARTEMIIO E. NATIVIDAD ELEMENTARY SCHOOL
June 1989 to April 1995