Bernadette M. Alvarado

925 Bay St. Apt #701, Toronto Ontario M5S 3L4 • +1(416)206-0193 • bernadettem.alvarado@gmail.com

SKILLS

- 6 years of experience in the Information Technology field.
- Application Support
- Admin and functional knowledge of Atlassian Jira (version 8.13 and below)
- Enhancement/development and Admin Configurations of Informatica PowerCenter 10.4.0
- Basic knowledge in SQL and its uses as platform back ends (i.e. Jira, Informatica)
- Extensive knowledge about Microsoft Word, Excel and Powerpoint
- Good written and verbal communication skills

PROFESSIONAL EXPERIENCE

Manulife Business Processing Services

Platform Technical Analyst, May 27, 2019 – November 20, 2020

Informatica PowerCenter Developer

- Served as an Informatica PowerCenter 10.4.0 developer and application support for the investment division.
- Utilized Informatica PowerCenter 10.4.0 Client components
- Involved in impact analysis, creation of mappings, workflows, perl scripts and other configuration files, testing and deployment of mappings and workflows
- Worked with sources and targets ranging from flat files, file writers, file readers, oracle and MS SQL tables/views, VSAM files
- Assigned to monitor and troubleshoot issues in jobs relating to Informatica using the Client Desktop Automation Tool

Informatica PowerCenter Admin

- Involved in the recent upgrade of Informatica PowerCenter 10.1 to 10.2 and 10.2 to 10.4 subsequently for the investment division of Manulife and John Hancock.
- Assigned as the main resource for the migration of Informatica platform of the investment division from IBM on-premise servers to Azure servers making sure all configurations are working for the application teams.
- Served as the coordinator between the Network/System Admin and the application teams for the Azure Migration of Informatica platform of the investment division, maintaining deadlines and assisting application teams with the testing.
- Responsible in doing server health check of nodes 1, 2 and DR servers and making sure all platforms are running.

Atlassian Jira Admin

- Served as a Jira Admin monitoring usability of the platform for the investment division of Manulife and John Hancock.
- Responsible in doing server health check of nodes 1, 2 and DR servers and making sure all platforms are running.
- Created bi-weekly summaries and reports of the Jira production data using custom SQL scripts.

Accenture

Software Engineering Analyst, June 08, 2018 – May 20, 2019

- Served as an Informatica Developer responsible for methodically creating mappings and workflows using Informatica PowerCenter 10.1.1 Client components such as Informatica PowerCenter Repository Manager, Informatica PowerCenter Designer, PowerCenter Workflow Manager, PowerCenter Workflow Monitor according to the design documents provided by the client.
- Used different sources and targets such as EBCDIC, UTF-8, DWH, DB2
- Performs session and workflow error troubleshooting
- Uses different transformations in mapping.
- Created test cases and test data used in Program Test
- Created simple SQL scripts and utilizes Oracle SQL Developer to submit queries for the database to run, format the results and simulate the flow of the mappings created in Informatica.
- Utilized the Ranorex automation testing tool

DXC Technology (Formerly Hewlett-Packard Enterprise)

ITO Service Delivery Consultant, December 07, 2015 – June 1, 2018

- Served as a software packager for an American multinational manufacturing company client.
- Used VBScript in creating scripts to modify .msi and .exe installers.
- Utilized the technology BBCA Marimba Tuner and InstallShield for packaging the prepared installers for the application owner.
- Regularly communicates and collaborates with different application owners regarding application deployment schedules and guidelines.
- Handled MS Lync, Skype for Business, SAP Application (SAP GUI, SAP Picklist, SAP Business Explorer Add Ons)
- Involved in the SAP GUI 7.50 project (June 2017 – June 2018)
    - created application packages along with the documentation
    - resolved issues of the components and provided repairs
    - conducted Application Owner Testing and Beta Testing
    - created change tickets for Beta Pushes, Production Release and Production Pushes in Service Now

Accenture

Software Engineering Analyst, July 21, 2014 – December 05, 2015

- Received trainings for ETL tools, Informatica, Cognos, SQL, Unix and C++ Programming
- Served as a software tester of Embedded C++ programs for an automotive client, responsible in creating test plans to counter check if the software made is aligned with the specification given by the client's manufacturer.
- Created test plans specifically for three various manufacturers with different standards for each.
- Debugged C++ software.
- Created documents containing the reports about the test results.

CERTIFICATIONS

PowerCenter Data Integration 10: Developer, Specialist Certification

EDUCATION

Software Engineering Technology – Certificate Program   present
Centennial College

Bachelor of Science in Information Technology   2014
Adamson University

REFERENCES

Available upon request