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|  | | |  | Reynaldo D. Valdez |
| Experience December 2019-Up to present  Operations Lead **•** Fujitsu Philippines  Operations Management:  Lead and oversee service delivery and rollout of end-user computing services.  Managing team of End User Support Engineers to ensure tickets are resolved in a timely according to SLA.  Provide high-level escalation and troubleshooting support for any technical issues for VIP users.  Actively encourage an environment that supports teamwork, cooperation & performance excellence  Engages with internal and external customers to develop a clear understanding of their requirements necessary for continual support improvement throughout the support area.  Reviews all known operations processes and ensures it is documented.  Ensures team complies with all standard support and customer processes.  Weekly review of operational dashboard and management of service delivery issues.  Assist account in the creation, monitoring, measurement, and analysis of standardized processes  Participate in cross-functional meetings to review information received from operational support functions - and partner to define action plans that resolve issues and drive continuous improvement  Provide support/input to weekly and/or monthly Key Performance Indicator (KPI) reports and review meetings  People Management:  Assist staff with establishing and attaining career development goals  Ensure that employee training is effectively conducted for all positions throughout assigned areas of responsibility  Conduct formal appraisals and performance reviews  Ensures continual training and personal development in line with organization policy and guidelines.  Ensures effective communication of company policies to the entire team.  Monitors and ensure the success of CSAT (Customer Satisfaction)  Conducts a regular meeting with the TLs to review Service Level Issues and Risks.  February 2015–December 2019  Service Desk Team Lead **•** Fujitsu Philippines   * Conduct regular one-on-ones with direct reports to review individual performance, and offer on-going developmental coaching * Supervise the day-to-day tasks for Service Desk Agent and the monitoring of the call management queues for Incidents, and Change Requests. * Provide the first point of escalation for team members and working with other support leaders to effect seamless handover of information and customer calls. * Documentation of Processes, Procedures, Guides and Work Instructions for performing specific tasks. * Awareness and adherence to Fujitsu’s service delivery processes and methods. * Produce accurate, concise and timely reports as required, including:   SLA reports, Incident reports, weekly and monthly reports, staff productivity and activity reports.   * Regular interaction with the Account "team" to ensure clarity and awareness of all activities and plans. * Providing admin support & On/Offboarding support to support groups for newly hire and exiting one. * POC to Evaluate service response time and analyze occupants’ service request trends and suggestions   March 2014–February 2015  Senior Service Desk Agent **•** Fujitsu Philippines   * Directly resolve user incidents & requests as they arrive & escalate advanced cases to higher level IT support/SMEs * Address/resolve user queries raised via various channels (Call/Chat/Email/Self-Service) along with proper documentation in ServiceNow * Provide resolution/assign the tickets to the relevant resolver groups * Identify and perform initial assessment of reported critical incidents * Refer to knowledge-based articles when resolving issues * Follow defined processes while attempting to resolve incidents * Creating child tickets and tagging them with Parent ticket (where applicable)   March 2019–November 2019  Part-time Partner Driver **•** Lalamove Phils.  October 2012–February 2014  Service Desk Analyst **•** Stefanini Phils.  July 2011–May 2012  Helpdesk Analyst **•** Condor POS Solutions RP Inc.,  August 2009–August 2010  Customer Support Specialist **•** D-Link Singapore Ltd  March 2006–July 2009  Technical Support Representative (L1 – L3) **•** Alorica Philippines  February 2000–November 2004  Food Server **•** Mc Donald’s Restaurant (Golden Arches Corp.)  August 2004–August 2005  System Admin **•** Blue & Red Internet Café Certification & Training ITIL v3 Foundation Certified (GR750492856RV)  ITIL v4 Foundation  Cloud computing  NetApp (Integrating Hybrid Clouds with MS Azure and On Command Insight: Intelligent Operation) Technical Skills: Networking, LAN/WAN/Wi-Fi  Virtualized System (Hyper-V, VMWare)  Remote Support tools  Knowledge understanding of cloud, network, storage, server and application technologies experience at Azure  Cybersecurity  Google Suite Administration  MS and Technologies (Desktop OS, Windows Server OS, Azure, O365, SharePoint, Teams, Active Directory)  Experience in ticketing tools (JIRA, Remedy, ConnectWise, Service Now)  Vendor Management  Team Management  Business Analysis  IT Service Management  Incident Management  Mobile OS (Android & IOS)  Web Development (HTML, CSS, JavaScript) Education New Era University, Manila (2022)   * BSBA Human Resource Development Management   GO TEC International Business School Inc., Paranaque (2004-2006)   * Diploma in Information Technology (Programming) Graduate   Eulogio "Amang" Rodriguez Institute of Science and Technology, Manila (1996-1998)   * BS Industrial Technology (2nd Year)  References [Available upon request.] |
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