

Marc Jeanne M. Aliswag

Address 22J Alessandro Tower, The Venice Luxury Residences, McKinley Hill, Taguig City

Mobile (+63) 917-4959-064

E-mail marcmaliswag@gmail.com

LinkedIn linkedin.com/in/marc-aliswag



TECHNICAL PROFICIENCIES

Software SAP, ServiceNow, Microsoft Office, Adobe Photoshop, Pentaho

Languages HTML, CSS, JavaScript

Areas of Expertise IT Service Management, Project Management, Front End Development, UI/UX Design, Effective Communication, Research and Development

PROFESSIONAL EXPERIENCE

Jul 2017 - **Associate Software Engineer**, Accenture

Feb 2018

Role and Responsibilities

I attended an SAP Sales and Distribution Bootcamp on my first three weeks with the company. By the fourth week, I got deployed to a global pharmaceutical company and was assigned a role to be an SAP Service Desk Analyst. I was tasked to self-study different modules of SAP including Security, SD, Finance, Materials Management, Concur, etc., since I will be encountering them.

After a few weeks, I started assisting clients through the phone and webchat on identifying the root cause of their problem. I created, handled, resolved, and monitored the issues shown on the Ticketing System. I also communicated with different members from other SAP modules to be able to resolve an issue.

EDUCATION

Jun 2013 - **Bachelor of Science in Information Systems**, University of Santo Tomas

Jun 2017

Major in Service Management

CERTIFICATIONS

Apr 2017 **PhilNITS IT Passport**, IP01-0277

Oct 2016 **AMCAT Certified Web Developer**, License 30000917104772

Nov 2014 **Microsoft Technology Associate (MTA) Exam 364**, Database Fundamentals Microsoft Corporation

TRAININGS AND SEMINARS

Sep 2016 - **Intern**, PLDT Inc.

Dec 2016

CISOM Department

Key Responsibilities

- Gathered and analyzed data containing Service Orders through in-house software.
- Categorized the Service Orders based on its Service and Order type through Microsoft Excel.
- Endorsed these Service Orders to the concerned group for further evaluation.

Jun 2016 - **Intern, Accenture**

Aug 2016

Avanade Department

Key Responsibilities

- Shadowed fellow employees using Sitecore as a tool to launch digital content made in-house.
- Tasked to create an Online Movie Ticket Reservation System.
- Made wireframes showing user experience which were checked weekly during meetings and completed a front-end prototype.

Feb 2016

**#StopChildPornPh Project: “Child
Online Protection Hackathon CY 2016”**

Bayview Park Hotel, Roxas Blvd., Manila

Manila City, Philippines

Nov 2015

**Form Function & Class 6 Web Design
Conference 2015**

Hive Hotel and Convention Center

Quezon City, Philippines