

HARVEY DULAY BALCE

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Contact No: +63 917 104 8473

Corporate Experience: 10+ years

I am deeply committed to fostering the growth and excellence of an organization through my unwavering dedication and drive. My vision is to be an autonomous leader who excels in self-directed projects while also being a synergistic and collaborative team player within the company. I aim to continuously evolve, embracing lifelong learning to refine my skills and adapt to the dynamic needs of the industry. With a forward-thinking mindset, I am determined to contribute significantly to the company's success, demonstrating my value through innovation, efficiency, and a results-driven approach. My goal is to not just meet expectations but to consistently exceed them, becoming an integral part of the company's journey towards achieving its strategic objectives.

Certifications:

1. ITIL 4 CERTIFIED: CERT NUMBER: GR671014360HB

Description/s: Successfully completed the ITIL 4 certification, which demonstrates my knowledge and expertise in IT service management. The certification includes four levels: ITIL 4 Foundation, ITIL 4 Managing Professional, ITIL 4 Strategic Leader, and ITIL 4 Master. Through this certification, I have gained a deep understanding of the ITIL 4 framework and its practical application in managing IT services. I can design, deliver, and support IT services while driving stakeholder value and ensuring high-velocity IT. Additionally, I possess the skills to direct, plan, and improve IT strategy and operations while aligning them with business objectives.

2. Managerial Excellence Certification

Project: Team Performance

Description/s: Was able to demonstrate managerial and leadership skills supported by many tools and data-gathering experiments given with the training.

3. Lean Six Sigma (Green Belt)

Project: Customer Satisfaction Survey

Commencement month: December 2014 – December 2015

Description/s: Was able to conduct research and improve KPIs using the DMIAC process.

Work Experience/s:

Senior IT Operations Manager

HJ STRUCTURED TECHNOLOGIES INC.

Location: Pasig City Metro Manila – Philippines

Duration: August 2017 – Present

Duties and Responsibility:

As a Senior IT Operations Manager at HJ Structured Technologies Inc., my primary responsibilities include leading the IT operations team to ensure efficient and effective IT service delivery, aligning with the company's strategic goals. I oversee the implementation and maintenance of IT infrastructure, manage incident response and resolution processes, and develop operational policies and procedures to enhance service quality. My role involves monitoring performance metrics, fostering a high-performance culture, and providing leadership and training to the IT staff. Additionally, I ensure proactive and responsive IT support, maintain communication between IT and end-users, and conduct regular service reviews to drive continuous improvement and align IT services with the evolving needs of the business.

IT Operations Manager

FPS TECHNOLOGIES INC.

Location: Pasig City Metro Manila – Philippines

Duration: July 2017 – July 2021

Duties and Responsibility:

As an IT operations manager, my core responsibility lies in steering the service desk team towards the swift and effective resolution of service requests and incidents, ensuring customer satisfaction and service excellence. I oversee the operational effectiveness of the team, guaranteeing that service delivery aligns with the IT department's strategic objectives. My role encompasses the development and implementation of service desk policies, the monitoring of incident response and resolution processes, and the analysis of performance metrics to drive continuous improvement. I am committed to fostering a culture of high performance and exceptional end-user support by providing leadership, guidance, and training to the service desk staff. I also play a pivotal role in incident management, acting as a critical communication link between IT and the end-users, and ensuring that IT support is proactive, responsive, and in tune with the evolving needs of the business. Through regular service reviews, I am able to identify areas for improvement, implement best practices, and maintain a keen focus on enhancing the quality of IT support services.

Team Manager

CSS Corp ICT Services

Location: Fort Bonifacio, Taguig City Metro Manila - Philippines

Duration: July 2013 – April 2016

Duties and responsibility:

As an Operations Supervisor, I am entrusted with the overall management of day-to-day operations, upholding company policies and guiding a team to achieve productivity and quality goals. My role involves monitoring team performance against KRAs, setting ambitious yet attainable team goals, and conducting thorough performance appraisals. I am adept at synthesizing complex reports and data to inform action plans and business strategy implementation. A commitment to meeting all program efficiency and quality metrics is central to my approach. I am dedicated to developing technical experts through strategic coaching, feedback, and comprehensive training. My leadership ensures regular team meetings are held, providing essential updates on products and policies. I champion programs that boost employee engagement and collaborate closely with HR to resolve disciplinary matters effectively. My focus always remains on empowering front-line staff with the training and knowledge necessary to continuously enhance program performance.

Senior Technical Support

Convergys Philippines

Location: Robinsons Equitable Tower Pasig City Metro Manila – Philippines

Duration: October 2011 – July 2013

Awards:

1. Best Team Manager – Sitewide

Given by: CSS Corp | FPS Inc

Date: December 2015 | May 2018

Description/s: Prestige award demonstrating exceeding expectations as a Team Manager within a year with a prerequisite of 6 monthly best team awards.

2. Analyst Award

Given by: CSS Corp

Date: December 2014

Description/s: Given to the best agent who participated in root cause analysis analysing customer satisfaction details using the DMIAC process.

Educational Attainment:

In Progress – Bachelor of Science in Information Technology

AMA University

Maximina St., Villa Arca Subdivision, Project 8, Quezon City, Philippines

Commencement date: 2019

Year Level: 4th Year, 2nd Term

Date Graduated: TBA (ONLY THESIS LEFT)

Completed – Diploma in Leadership and Management

Australian Academy of Commerce

Level 5 & 7/ 8 Quay Street, Haymarket NSW 2000, Australia

Duration: 2016 – 2017

Completed – Bachelor of Science in Hotel and Restaurant Management

Mariners Polytechnic Colleges

Naga City, Camarines Sur, Philippines

Date Graduated: March 2012

Incomplete – Bachelor of Science in Information Technology

Ateneo de Naga University

Naga City, Camarines Sur, Philippines

Duration: 2006 - 2007

Secondary – Vinzons Pilot High School

Vinzons Camarines Norte, Philippines

Date Graduated: March 2006

Personal Details:

Full Name: Harvey Dulay Balce

Birthday: 14 February

Sex: Male

Nationality: Filipino

Character Reference/s:

Available upon request.