



## PERSONAL DETAILS

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Nationality: Filipino  
Languages: Tagalog (native), English (fluent)  
LinkedIn: <http://sg.linkedin.com/pub/donnabelle-embodo/3b/a76/395/>  
Key Skills:  
Technical/Helpdesk Support  
Troubleshooting  
Customer service  
Network & Infrastructure administration  
IT Service Management  
Project Management  
Event organization  
General administration

## TECHNICAL PROFICIENCY

Certifications: ITIL Foundation in IT Service Management V3, Dell Certified Systems Expert  
Systems: Windows XP/Vista/7/8/Server 03/08, MAC OSX, VMWare,  
Software: MS-Office Suite, Active Directory, Remote Desktop, VoIP, Citrix, Lotus Notes, Adobe Photoshop, Adobe Premeir, WordPress, HTML, CSS, JavaScript  
Hardware: Dell Computers, Macintosh, IBM/Lenovo, Polycom Conference, HP/Canon/Fuji Xerox Printers, Avaya, Blackberry, iPad  
Productivity Tools: Cloud Storage, Google Productivity Suite, OneNote, Evernote, Asana, Trello, Hipchat

## EMPLOYMENT HISTORY

August 2010 - October 2014

### **McKinsey & Company, Singapore**

Position: **Senior IT Specialist**, January 2014 – October 2014

#### **Key responsibilities**

Managed IT operations in Singapore and oversee other South East Asia offices

Led regional IT service management projects

Drove policy analysis and process improvement initiatives

Provided 2<sup>nd</sup> level end-user support on hardware devices & software applications

Managed tickets for the region to ensure SLA is met, create and analyze reports for problem ticket and escalation

Head the IT Office Network and Infrastructure in South East Asia- managing downtime, supervising network upgrade and maintenance operations

Create user manuals and conduct end user trainings for IT products and services

Cater specialized support in organizing end-to-end IT logistics for client and internal events locally and overseas

Managed vendor relationship and transactions

## **Key Achievements & Projects**

Completed ITIL Foundation Certificate in IT Service Management V3

Led regional projects gears to improve office work lifestyle through technology

**Asia Week 2014**, the largest annual conference of firm partners and directors across Asia Pacific. Event head responsible for Audio Visual and innovation gallery.

**Asian Spider Event 2014**, client event showcasing the firm's latest innovation. Headed IT logistics, AV setup and overall IT support throughout the 2 day event.

## **McKinsey & Company, Singapore**

Position: **IT Specialist**, August 2010 – December 2013

### **Key Responsibilities**

Provide 1<sup>st</sup> level end-user support on hardware and software applications, including Windows, Lotus Notes, Lotus Domino, Software Deployment, Blackberry, iOS and Android. Install, configure, maintain, and update IT hardware and software.

Collaborate with Global Help Desk and backend IT teams to provide technical support. Administer and improve LAN/WAN infrastructure. Support seamless operation of video and audio conferencing and other infrastructure services.

Manage procurement, vendor relationship and IT administration (e.g., asset management, documentation, workflow tracking). Collaborate with central IT and office IT to deploy projects locally and regionally. Monitor IT processes & services effectiveness.

### **Key Achievements & Projects**

Leads the Singapore office IT Operations focusing on event support, IT infrastructure

Appointed expert in providing telecom and mobile support

**Windows 7 Migration**, migrated over 200 users from Windows XP to Windows 7 system. Administered the procurement and configuration of laptops and desktops. Conducted end user training.

**Singapore Office Renovation**, the project scope is to renovate existing office space and expansion. Project lead for IT Infrastructure & Network planning, design and implementation. Managed the office move logistics involving user testing, communication, training and adoption.

**Asian Spider Event**, in-charge of the overall IT Logistics: provisioning of AV equipment under standard cost, drafting the event flow, gathering of IT requirements and managing the event on the ground.

**ASO Connectivity and Capability**, supported a large-scale internal company event in Bali, Indonesia. Responsible for AV and IT support onsite. Planned equipment provision and manage manpower capacity allocation.

March 2008 – July 2010

**Stream Global Services, Philippines**

Position: **Technical Support Analyst** (Dell Large & Corporate Business)

**Key Responsibilities**

Handled technical issues for Dell's corporate desktop and laptop users via phone, email and chat. Helped users resolved various computer issues such as blue screens, virus infection, slow performance and hardware related malfunctions. Performed preventive and maintenance solutions like upgrades, data backup & recovery, anti-virus installation and software updates. Evaluated computer systems for parts replacement and processed onsite technician dispatch if required.

**Key Achievements**

Dell Certified System Expert (DCSE) certification and undergone training for

Certification for Microsoft Windows Vista, Microsoft Windows 7

Certification for Dell System Tear down via Dell's Technical Training Program

*Customer Experience 100 Club* by Dell Global Support Services, awarded to employees with high customer satisfaction score.

April 2007 – March 2008

**Sykes Asia Incorporated, Philippines**

Position: **Network Support Technician** (AT&T DSL & Dialup)

**Key Responsibilities**

Provided technical support for AT&T High Speed and Dial-Up subscribers in the US. Assisted end users on network connectivity issues, technical service inquiries and How-To's. Configured modem, router, switch and printer to setup basic home and office network. Coordinated with other departments within the organization resulting to a timely issue resolution. Escalated problem tickets to appropriate software vendor and OEM.

**Key Achievements**

Consistently earned high Customer Satisfaction rating by practicing end-to-end case ownership and timely resolution

Moved from supporting consumers to handling business accounts with larger network setup

**EDUCATION**

**Bachelor of Science in Information Technology, Year 2003 – 2007**

Ateneo de Davao University

Jacinto St. Davao City, Philippines

**INTERESTS**

Yoga, Travel, Mountain climbing, Diving, Reading

**CHARACTER REFERENCE**

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IT Manager, McKinsey & Company