

Joaquin B. Omaña

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Profile

Total experience: 2 years 0 month

DXC experience: 2 years 0 month

Current Job Title: Retail Store Operations

Time in Current Role: 2 years 0 month

Visa/Work permit: Tourist Visa

Validity Date of Visa/Work Permit: N/A

Willing to relocate: Yes/No

Willing to travel: No

I embarked on my professional journey through an Internship at STMicroelectronics Inc., where I served as a diligent Failure Analysis Technician from 2019 to 2020. In this role, I showcased a strong sense of responsibility and meticulous attention to detail. My primary task was to systematically gather and analyze data to uncover the root causes of issues related to electrical and thermal components, particularly integrated circuits.

Building on this foundation, I advanced into the field of **Non-SAP Application Services**, with a focus on **Retail Store Operations**. In this role, I manage incidents and service requests through the Service Desk, provide 24/7 on-call support for retail applications, proactively monitor system performance and alerts, and document resolution steps and best practices.

Driven by a passion for continuous learning, I strive to enhance my expertise and deliver seamless retail operations that exceed customer expectations.

Skills

Top Skills (Technical/Nontechnical skills)

- Software & Hardware Troubleshooting
- HTML & CSS (1 year)
- Microsoft SQL (2 years)
- Oracle SQL (2 years)
- Visual Basic 6 (1 year)
- C++ (1 years)
- Python (1 year)
- ServiceNow (2 years)
- Microsoft Tools (2)

Key Roles Performed

- Failure Analysis Technician – 5 months
- Application Services – 2 years

DXC Technology

Industry Experience (if applicable)

- Manufacturing – 2 years 5 months

Certifications (Professional Activities, Certifications, and Training Attended)

- Microsoft Technology Associate: Networking Fundamentals - 2019
- Technical Support Fundamentals - 2023
- Introduction to Microsoft Azure Cloud Services – 2023
- Installing & Configuring Computer Systems – 2023
- Maintaining Computer Systems and Networks – 2023

Professional Work Experience

DXC Technology	Dates
<i>Jimmy Choo</i>	<i>2023.Aug to 2025 Sept</i>

Non-SAP Application Services

- Manage Incidents and Service Request via Service Desk.
- Provide 24/7 On-call support for Retail Applications, ensuring smooth store operations.
- Application Support for Retail Store Operations
- Documentation of incident resolution steps, knowledge base articles, and best practices for future reference.
- Proactive Monitoring of System Performance and System Alerts addressing potential issues

Previous Relevant Work Experience

STMicroelectronics Inc.	November 2019 – March 2020
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- Investigating and Analyzing product failures
- Documentation and Reporting
- Utilizing specialized equipment and techniques.
- Collaborating with cross-functional teams
- Continuous improvement and problem-solving
- Developed a VBA script to import and merge data from multiple excel files into a single consolidated file.

Education

Lyceum of the Philippines University - Laguna	Philippines
Bachelor of Science in Computer Engineering	

Languages

- Tagalog – Expert
English – Expert