

Jay-ar Orongan Aque

Operation Analyst

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<https://kuyajay.github.io/explore-me/>

Summary of Qualifications

- Batch Job Monitoring and Troubleshooting
- Job Scheduling (Control-M, CA automation)
- Incident Management and Escalation
- Data Backup and Recovery Process
- IT Operation Support (24/7 Environment)
- Mainframe Operation
- Ticket Management and Issue Tracking
- Database management
- Application Installation and Network Configuration
- Hardware and Software Support (Desktop/Laptop & Mobile Devices)
- Programming Skills: Knowledgeable in Java, C++, MySql, HTML, CSS

Employment History

Period	Appointment Organization	Responsibilities
June 2024 - Aug 2024	Manulife, Quezon City Philippines	Associate Operation Analyst
Nov 2022 - June 2024	Wesupport Inc, Makati City Philippines	Computer Batch Operator
Aug 2022 - Nov 2022	OMSC, Occidental Mindoro	Computer Technician
Oct 2021 - Nov 2022	Self-Employed	Freelance CP Technician

PAST PROJECTS	
Period	Company Experience
June 2024- Aug 2024	<div>Manulife - <i>Commonwealth Quezon City</i></div> <ul style="list-style-type: none">• Associate Operation Analyst• 24/7 Production Support for Global Asia Operations• Batch job Scheduling and job execution (CA automation)• Incident management and Service Request (ServiceNow)• SLA compliance for incident resolution• Executing batch script & Command-Line Tasks• Cross-functional teams for issue resolution• Secure Remote server access (CyberArk)• Disaster recovery and backup operation

Nov 2022- June 2024	Metrobank Center - <i>BGC Taguig City</i> <ul style="list-style-type: none"> • Computer Batch Operator • 24/7 Batch Processing & Job Scheduling (Control-M) • Issue Tracking and Ticketing System (Redmine/Gitlab) • Technical troubleshooting & issue Analysis • Data Entry & File management (Excel, Word, One note, Notepad) • Backend Monitoring (Oracle Enterprise Manager) • Remote Access Management (Putty) • Secure File tranfers (Winscp, Movelt)
Aug 2022 - Nov 2022	Occidental Mindoro State College - <i>Occidental Mindoro</i> <ul style="list-style-type: none"> • Computer Technician • Hardware Installation and Repair • Software Installation and Troubleshooting • Network Configuration • Data Recovery & Backup • Operating System support • Inventory management
Oct 2021 - Nov 2022	Freelance Cellphone Technician <ul style="list-style-type: none"> • Mobile Device Repair and Troubleshooting • Reprogram / format software issue • Screen LCD and Battery Replacement • Customer support

Education | Professional Qualifications | Certifications

Period	Discipline University Certifications
2018 - 2022	Occidental Mindoro State College, Philippines (<i>BS Information Technology</i>)
2024	Azure AI Engineer Associate (AI-102) (<i>LinkedIn Learning</i>)
2024	Microsoft Azure Fundamentals (AZ-900) (<i>LinkedIn Learning</i>)
2024	Cisco CCNA (200-301) (<i>LinkedIn Learning</i>)
2024	CompTIA A+ Core 1 (220-1101) (<i>LinkedIn Learning</i>)
2018	Computer System Servicing NCII (<i>TESDA</i>)

*References available upon request