

# 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++, HTML, CSS, VB net

## 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"><li>• <b>Associate Operation Analyst</b></li><li>• 24/7 Production Support for Global Asia Operations</li><li>• Batch job Scheduling and job execution (CA automation)</li><li>• Incident management and Service Request (ServiceNow)</li><li>• SLA compliance for incident resolution</li><li>• Executing batch script &amp; Command-Line Tasks</li><li>• Cross-functional teams for issue resolution</li><li>• Secure Remote server access (CyberArk)</li><li>• Disaster recovery and backup operation</li></ul>

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

## 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