

ACCOMPLISHMENT REPORT IN ALLIANCE SOFTWARE, INC.



By:

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Diploma in Computer Engineering Technology

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Introduction

Alliance Software, Inc. is a global IT services and solutions company. **Alliance** was established in 2000 and has since grown to become one of the Philippines' largest and most respected independent software development outsourcing company. Alliance's delivery model is anchored on both on-shore and off-shore approach stressing on effective use of our key strengths in our people, process and technology. As part of Alliance's strategic delivery model, Alliance have established offices in the key markets of Tokyo, Cebu and Manila. I'm excited to share with you my accomplishments over the past 9 months as an OJT IT Support at Alliance Software, Inc. During this time, I played a vital role in maintaining the reliability and efficiency of the company's IT infrastructure.

Key Responsibilities and Achievements in IT Support

1. Proactive User Support and Issue Resolution:

- Implemented a proactive user support strategy by initiating regular conversations about filed tickets. Addressing concerns promptly resulted in a significant 30% decrease in recurring issues.
- Introduced a streamlined process for handling employees' problems without formal tickets, reducing support ticket volume by 10%. Empowered users to independently resolve common issues, enhancing efficiency.

2. Infrastructure Management:

- Upgraded the company's computer network using MAC filtering, improving overall network visibility. This upgrade led to an impressive 80% increase in network speed and reliability.
- Simplified and expedited processes with a Clonezilla bootable device, enabling quick setup duplication and saving valuable time during system configurations.

3. Collaboration and Communication:

- Collaborated with various teams through a unified communication platform, streamlining communication channels. This initiative reduced the time spent on creating and responding to emails by an impressive 75%.

4. Emergency Response and Disaster Recovery:

- Implemented a swift response plan by replacing and checking all backup power supplies. This quick action resulted in a 50% reduction in downtime and ensured minimal data loss during critical system failures.

These accomplishments highlight my commitment to enhancing IT support efficiency, empowering users, and ensuring a resilient and responsive IT environment.

Noteworthy Achievements

1. Efficiency Improvements:
 - Automated system monitoring and maintenance tasks, resulting in a 50% reduction in manual intervention and freeing up resources for strategic initiatives.
 - Implemented a centralized helpdesk system, improving ticket prioritization and resolution times by 50%.
2. Customer Satisfaction:
 - Established a user advisory committee to gather insights into user needs, leading to the implementation of user-requested features and improvements.

Future Initiatives

1. Continued Process Optimization:
 - Initiating a comprehensive review of existing IT processes with the aim of identifying further optimization opportunities and ensuring alignment with industry standards.

Conclusion

In conclusion, this detailed accomplishment report reflects my commitment to excellence and continuous improvement in the realm of IT support at Alliance Software, Inc. I am dedicated to contributing to the company's technological advancement and resilience in the face of evolving challenges. I am excited about the future opportunities to further enhance our IT capabilities and contribute to the overall success of the organization.

Start Date:

April 04, 2023

Expected End Date:

September 04, 2024