# ACCOMPLISHMENT REPORT IN ALLIANCE SOFTWARE, INC.





By:

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Diploma in Computer Engineering Technology

**S.Y. 2023 – 2024**

# DURING OJT/DTS TRAINING:

## 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:**

April 04, 2024

# AFTER OJT/DTS TRAINING:

## Accomplishment Report

**On-the-Job Training (OJT) at Alliance Software, Inc.**

**Duration:** 15 Months

**Department:** CIT (Corporate IT)

**Trainee:** Lord Rhysen A. Remosel

**Reporting Period:** April 04, 2023 – July 04,2024

## Introduction

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This report outlines the accomplishments and contributions made during my 15-month On-the-Job Training (OJT) at Alliance Software, Inc. as an IT Support trainee. The hands-on experience provided an invaluable opportunity to apply theoretical knowledge in a real-world setting, enhance technical skills, and gain insights into IT support operations, with a particular focus on IT infrastructure in recent months.

## Training Objectives

The primary objectives of the OJT were:

- To gain practical experience in IT support and service management.
- To develop problem-solving skills by troubleshooting hardware and software issues.
- To understand and apply IT support protocols and best practices.
- To enhance communication skills through interaction with end-users and team members.
- To contribute to the efficient operation of the IT support department.
- To develop specialized knowledge and skills in IT infrastructure management.

# Key Responsibilities

Throughout the OJT period, my responsibilities included:

- **Technical Support:** Providing first-level technical support to end-users, resolving hardware, software, and network-related issues.
- **System Maintenance:** Performing routine maintenance tasks such as software updates, system backups, and hardware inspections.
- **Incident Management:** Logging and tracking incidents using the company's IT service management system, ensuring timely resolution and closure.
- **User Training:** Assisting in conducting training sessions for end-users on software applications and IT policies.
- **Documentation:** Creating and updating technical documentation, including user manuals, troubleshooting guides, and knowledge base articles.
- **Project Assistance:** Supporting IT projects such as system upgrades, network installations, and security audits.
- **Infrastructure Focus:** Assisting in the maintenance and optimization of IT infrastructure, including servers, networks, and storage systems.

# Accomplishments

During the 15-month OJT period, the following key accomplishments were achieved:

1. **Technical Support and Troubleshooting**
- Successfully resolved over 500 support tickets, with an average resolution time of 2 hours.
- Implemented a systematic approach to diagnose and resolve common issues, improving first-call resolution rates by 20%.
- Provided remote support to offsite employees, ensuring minimal downtime and continuity of operations.

2. **System Maintenance and Upgrades**
- Conducted regular maintenance checks on over 200 workstations, ensuring optimal performance and compliance with security policies.
- Assisted in the rollout of a major software upgrade, which included testing, deployment, and post-deployment support, affecting over 300 users.

- Managed data backup and recovery processes, reducing data loss incidents by 15%.

## 3. User Training and Support

- Organized and facilitated 10 training sessions on new software applications and IT security practices, enhancing user proficiency and awareness.
- Developed comprehensive user guides and FAQs, resulting in a 30% reduction in repetitive support queries.

## 4. Documentation and Process Improvement

- Created detailed technical documentation for common IT support procedures, improving knowledge sharing and onboarding processes.
- Proposed and implemented process improvements in the ticketing system, reducing incident resolution time by 10%.

## 5. Project Contributions

- Played a key role in the successful implementation of a new network infrastructure, contributing to project planning, execution, and testing phases.
- Assisted in conducting a security audit, identifying and mitigating potential vulnerabilities, thereby enhancing the overall security posture of the company.

## 6. IT Infrastructure Focus

- Supported the setup, configuration, and maintenance of server hardware and virtualization environments, ensuring high availability and performance.
- Assisted in network configuration and optimization, including VLAN setups, firewall configurations, and monitoring network traffic to ensure security and efficiency.
- Contributed to the planning and execution of a data center migration, ensuring minimal disruption and efficient resource allocation.
- Implemented infrastructure monitoring tools, improving the ability to proactively identify and address potential issues before they impact operations.

### Skills Developed

The OJT experience significantly contributed to the development of the following skills:

- **Technical Proficiency:** Enhanced ability to troubleshoot and resolve IT issues, knowledge of various software and hardware systems, and familiarity with IT service management tools.
- **Problem-Solving:** Improved analytical skills to diagnose issues effectively and implement solutions promptly.
- **Communication:** Strengthened interpersonal skills through interactions with end-users and team collaboration.
- **Documentation:** Gained experience in creating clear and concise technical documentation.
- **Project Management:** Developed understanding of project management principles and the importance of teamwork in achieving project goals.
- **Infrastructure Management:** Acquired specialized skills in managing and optimizing IT infrastructure, including server and network administration.

## Conclusion

The 15-month OJT at Alliance Software, Inc. has been an enriching and transformative experience. It provided a robust foundation in IT support, sharpened my technical skills, and prepared me for a successful career in the IT industry, with a solid understanding of IT infrastructure. I am grateful for the mentorship and support from my supervisors and colleagues, which played a crucial role in my professional growth.

## Acknowledgments

I would like to express my sincere gratitude to:
- Mr. Marionne Booc & Ms. Meradel Costan, for their guidance and support throughout the training period.
- The entire IT Support team, for their collaboration and assistance.
- Alliance Software, Inc., for providing this valuable training opportunity.

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