

MARIA SHARMIN MATURAN – AGBAY

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PROFILE SUMMARY

- A result-oriented professional with over fourteen years as a computer professional, including four years plus (4++) as a SharePoint Analyst/Administrator and five years plus (5++) as a .Net Programmer.
- With an eye on efficiency and improvement to all levels of management, deliver an exceptional customer service.
- Productive self-starter with a strong work ethic; consistently achieve goals and meet deadlines; able to maintain good working relationship with the team/client on all levels.
- Looking for an exciting and challenging position in a company where my skills and knowledge can be applied and enhanced to the fullest.
- Has a strong grasp on computer programming and relational database systems (MSSQL 2000/2005/2008-R2/2010/2017)
- Strong computer software installation, configuration, implementation and troubleshooting skills.

WORK EXPERIENCE

Confederation College

1450 Nakina Drive,
Thunder Bay, ON P7C 4W1
January 2020 – August 2021

Post Graduate Student

Taking up a post-graduate program – Information Communication Technology (ICT) – Solutions for Business.

EGIS Projects Philippines Inc.

Unit 703, 7F, Citystate Centre, 709
Shaw Boulevard, Pasig City, 1603
Philippines
January 21, 2019 to December 25,
2019
and

Information Professional Inc.

7th Floor Arcadia Building., 860 Quezon
Avenue, Quezon City, 1103 Philippines
October 17, 2018 to January 15, 2019

Senior Software Developer

As a contractor of Information Professional Inc. – IPI, I was assigned to EGIS Projects Philippines Inc. for an initial three-month contract. EGIS Philippines Inc. continue my performance due to my performance. The team, composed of five developers and a Project Manager, provides services/support to our client which provides the Toll system services of the express ways. The team developed, maintained/enhanced and supported Web/Windows application programs/Windows Services using primarily C#/ VB/ASP.Net (VS 2010/2015) for the front-end and MSSQL 2010/2015/2017 for the back-end in accordance with requirements presented by the client.

Accomplishments:

- ✓ Engaged closely with the client for requirement gathering and analysis and provided needed solution to client in time constraints.
- ✓ Developed application software using ASP.Net MVC, Entity Data Model.
- ✓ Utilized JQuery JSON, Bootstrap, AJAX, HTML, XML, CSS for dynamic User Interface, client-side validations at Controller level, create responsive web pages, retrieval and posting of data.
- ✓ Constructed and tuned queries, stored procedures and functions, triggers using MS SQL 2010/2015.
- ✓ Built Windows Application software using C#/VB.Net.
- ✓ Applied Agile Methodologies for rapid development and regular adaptation to the varying requirements and continuous delivery of the application software.
- ✓ Observed to service management processes and ensure that tickets raised are addressed with the service level agreement and keep customer approval.

Chevron Holdings Inc.

RCBC Tower 2, Ayala Avenue,
Makati City, Philippines
March 2018 to August 2018

Information Technology Professional

Provided L3 support as a Farm Administrator were tasks include installing, configuring, deploying, patching, system and performance monitoring of five (5) SharePoint farms (Staging and Production Environment) for SharePoint 2010, 2013, and SharePoint Online.

Accomplishments:

- ✓ Performed upgrade duties which include Microsoft and SharePoint patches/services packs and hotfixes, and Password Reset activity for the designated SharePoint farm.
- ✓ Responsible for back-up and recovery practices and coordinate database statuses with Database.
- ✓ Deployed/implemented SharePoint Online builds which addresses business needs
- ✓ Presented weekly briefs to supervisors on the progress of projects and critical tickets.
- ✓ Researched and gathered materials as well as interfaced with customer and other vendors to determine end user needs for documentation.
- ✓ Adhered to service management processes and procedures to meet customer service level agreements and maintain customer satisfaction.
- ✓ Completes root cause analysis of outages or incident trends (often working with managed services partner). After which recommends preventive actions.
- ✓ Collaborate with team and customer to develop test plans and execute those plans.
- ✓ Managed site quotas and file size limits

Accenture Inc.
Cybergate Tower 2, Pioneer St.
Mandaluyong City, Philippines
March 2014 to February 2018

Application Support Specialist

Provided SharePoint 2010 (L3/L2) support to SharePoint users for better team collaboration. As a Team Lead, my tasks include managing the flow of ticketed issues and ensure that they are resolved within SLA and to the agreed Priority Levels. Analysed business needs and identified value creation opportunities; provided solutions that enhanced operational performance, communications and data recovery plans. Assigned/monitored tasks/tickets to team members and ensure to identify any blockages, especially to critical issues, so that issues are resolved immediately. Motivated the team by ensuring that there is a monthly team building for better rapport and to encourage and engage the team.

Accomplishments:

- ✓ Steered a team of seven (7) Farm Administrators accountable to provide outstanding support for a US client (Nuclear Power Plant Company).
- ✓ Developed and implemented communication strategies to ensure positive and productive relationships with internal and external stakeholders.
- ✓ Trained and mentored junior team members on technical and user support; leveraged individual strengths empowering professional development and improved business performance
- ✓ Provided coaching/training to team members if there were setbacks encountered and make certain that everyone is aware of the status so that future issues can be avoided/resolved immediately.
- ✓ Conducted analysis of progress of the team's performance and held weekly meetings regarding goals and tasks.
- ✓ Prepared and submitted recommendations for some team members for the yearly award given by the company and one was able to get the award.
- ✓ Implemented strategies that resulted in reducing the backlog of the tickets.
- ✓ Performed monthly software patching for both SharePoint and Windows updates for server maintenance.
- ✓ Assist in gathering requirements and functional specifications with the Development Team by meeting with the users to address the business needs.
- ✓ Analysed the efficiency of existing processes and recommended ways to streamline those processes in SharePoint.
- ✓ Documented existing processes and developed ways to streamline and automate those processes in SharePoint.
- ✓ Collaborated with vendors for the third-party tools like BA Insight tool for the Search requirements/issues of the Search connector.
- ✓ Experienced in configuring and maintaining SharePoint Enterprise Search with BA Insight connector tool, index configurations, scheduling, & optimizing content crawling.
- ✓ Completed root cause analysis of outages or incident trends (often working with managed services partner). Recommended preventive actions.
- ✓ Strong working knowledge of Incident/Request and Problem Management as well as Change Management processes using Service Now (SNOW).
- ✓ General knowledge of Windows server operation, maintenance, Active Directory, Windows IIS and SSL certificates.
- ✓ Created and updated SharePoint user groups and accounts as well as granting/deleting permission access to users or groups.
- ✓ Created PowerShell scripts for a specific use (e.g. delete sites in a list with significant number)
- ✓ Provided SharePoint Content Change support comprising: a. Data migration using Content Matrix; b. Override check-in/check-out; c. Page content changes; d. Additions and modifications to webparts;
- ✓ Provided SharePoint Structure Change support comprising: a. Create and configure sites and subsites; b. Create and configure Document, Picture, Form and other libraries; c. Create and configure /Move lists and library; d. Delete list, library and subsites; and etc.
- ✓ Designed and customized SharePoint Lists, Content Types, Workflows, Views, Sites and more with and without SharePoint Designer as per client requirement. Used C# .Net implementing InfoPath forms custom code
- ✓ Created/Modified Content Types, InfoPath Forms, and WorkFlows.
- ✓ Used Javascript and JQuery to pull/manipulate data to represent as a report in a SharePoint page.

Super Shopping Market Inc.

SM Corporate Offices, Bldg E,
1000 Bay Blvd., SM Central Business
Park Bay City, Pasay City, Philippines
May 2011 to February 2014

and

Information Professional Inc.

7th Floor Arcadia Building., 860 Quezon
Avenue, Quezon City, 1103 Philippines
October 2010 to May 2011

PROGRAMMER – IT OFFICER

Developed, maintained/enhanced and supported application programs/Windows Services using VB.Net/ASP.Net (VS 2003/2008-R2), MSSQL 2000/2005/2008, CSS and HTML, for windows and web application programs, for the business requirements of the company. Applied N-Tier architecture in coding.

Accomplishments:

- ✓ Reviewed, analysed and evaluated user and information needs to strengthen the quality and functionality of business applications.
- ✓ Developed code, system design and test/QA plans for both windows and web application programs.
- ✓ Reengineered/enhanced multiple systems that fuelled improvements to productivity, efficiency, uptime and accuracy for business operations.
- ✓ Analysed code for system testing and debugging; created test transactions to find, isolate and rectify issues.
- ✓ Developed/enhanced SQL stored procedures using SQL 2000/2005/2008-R2.
- ✓ Used Crystal Report/MS Excel for report generation.
- ✓ Constructed DLL that connects and gets data from SAP or upload data to SAP using VS 2003.
- ✓ Participated in the rollout of projects by making batch files for the implementation of project packages.
- ✓ Worked under MS Visual SourceSafe 6.0 environment for program's version control and sharing.

Wheels Inc.

222 E. Rodriguez Sr. Avenue,
Quezon City,

September 2009 to June 2010

COMPUTER PROGRAMMER

Developed windows application programs using VB.Net (VS 2008) in an N-Tier architecture and MSSQL 2005 for the business requirements of the company.

Accomplishments:

- ✓ Elicit, evaluate and fine-tune the requirements for the business process of the modules.
- ✓ Developed code, and system design for windows application programs. Used n-tier architecture in program coding.
- ✓ Worked with the team in normalizing the database. Also, created stored procedures using MSSQL 2005.
- ✓ Also, made a relation scheme for the new database using Visio 2007.

Notre Dame of Marbel University

Alunan Avenue, Koronadal City, South
Cotabato, Philippines

August 2007 to March 2008

INSTRUCTOR (PART-TIME)

- ✓ Lectured Computer Science/Information Technology subjects (e.g. Logic Circuits, Computer Fundamentals, Computer Programming 2, Computer Organization and Basic Computer Networking) with a total of 21 units.
- ✓ Prepared lesson plan, quizzes/seatwork, and midterm/ final examinations.
- ✓ Reported directly to the CS/IT Department Head for any suggestions/queries regarding any topic that concerns not only with the subjects I teach but also with the behaviour/improvement/well-being of my students

**Doctor's Clinic and Hospital School
Foundation Incorporated**

General Santos Drive, Koronadal City,
South Cotabato, Philippines

November 2007 to March 2008

INSTRUCTOR (PART-TIME)

- ✓ Taught Computer Fundamentals to nursing students with only 6 units.
- ✓ Prepared quizzes/seatwork, midterm and final examinations, and lesson plan.

Monica Publishing Corporation

301 BF Condominium Building
Solana corner Andres Soriano Sts.,
Intramuros, Manila, Philippines

April 2003 to October 2005

MIS STAFF

- ✓ Experienced in installing, configuring, implementing and providing support to different hardware and software applications as well as to employees issues/concerns.
- ✓ Maintained and updated the company's webpage (www.abante.com.ph and www.abante-tonite.com) using CuteHtml and MS Office Frontpage.
- ✓ Performed preventive maintenance and emergency repairs of workstations and other peripherals; served as helpdesk to employees, providing first level technical support and determine if problems where in faulty connection in nature or needs a technical visit.
- ✓ Modified pictures to be used for everyday publication using Adobe Photoshop 6.0/7.0.

**Information Professional
Incorporated (IPI)**

1614 Herrera Tower, Herrera Street,
Salcedo Village, Makati City, Philippines

October 2001 to January 2002

DATA ANALYST

- ✓ As per my contract, I was assigned to Philippine Associated and Smelting Refinery Corporation (PASAR).
- ✓ Compiled and evaluated relevant information for AP/AR of the Accounting Department.
- ✓ Prepared and validated reports for processing. Coordinated the status of data/reports to the Accounting Head and MIS Supervisor for processing.

WorldOne Solutions Incorporated

#88 2/F Gaisano Building, Shaw
Boulevard, Pasig City, Philippines

November 1999 to September 2000

TECHNICAL DOCUMENTATION SPECIALIST

- ✓ Responsible for the in-house program, for the employees' personal record, of the company's HR department using Visual Basic 6.0 and SQL 7.0.
- ✓ Experienced in documenting the User's Manual for all the system/program made by the developers for every client using MS Office Word 97/2000.
- ✓ Ensured that all manuals and records are properly and promptly maintained and updated in accordance with an existing framework for easy identification and retrieval.
- ✓ Also, made test data and analysed the programs made by the developers for every client. Note and report errors and output

Applied Ideas Incorporated

Ground Floor, FMF Building II, 1216
Pioneer Street, Mandaluyong City,
Philippines

February to June 1999

SYSTEMS ENGINEER

- ✓ Designed a circuit diagram to make the company's product (FingerScan) more efficient when installing it to every client using ORCAD.
- ✓ Performed on-call services (systems integration, installation and upgrades) to corporate clients either via remote access or through technical visit.
- ✓ Prepared the test data and analysed the programs of the programmers' system for every client.

SKILLS

Operating System	Microsoft Windows 95/98/2000/Me/XP/7/10, NT/2000 Advanced Server, MS-DOS v.6.xx
Software Applications	SharePoint 2010/2013, SharePoint Designer, MS Teams, SharePoint Workspace, PowerShell, Visual Studio 2003/2005/2008, MS Office 97/2000/2003/2007, VISIO 2007, Open Office Suite 2.01, Adobe Photoshop 6.0/7.0, Adobe Pagemaker 6.5, Adobe Acrobat Reader 6.0, CuteHtml, CuteFTP, Software Anti-virus
Programming Tools	C#/ VB .NET/ASP .NET MVC 5, MS SQL Server 2000/2005/2008-R2/2010/2015, Javascript, JQuery, Bootstrap, AJAX, HTML, CSS, Turbo C, C++
Platform/Hardware	HP Net servers, HP Desktops, and IBM PC compatibles, printers and other peripherals

SEMINARS AND TRAININGS

NTT Data Global Innovator, Makati City	Automating Administration with Windows PowerShell (Course 10961C) July 02 – 03, August 14 – 16, 2018
UP System Information Technology Foundation, Quezon City	C# Programming Using MS.Net Training Nov. 20, 27, Dec. 4, 11, 18 2016
Accenture Inc., One Campus Place McKinley B, Taguig City	Microsoft SharePoint Server 2013 Core Solutions April 2014
Accenture Inc., One Campus Place McKinley B, Taguig City	SCRUM Training May 2014
InfoTech Xchange Makati City	Career Entry Course for Software Developers - Microsoft.Net Training May 18, 2009 – June 23, 2009

CERTIFICATION AND ELIGIBILITY

Scrum Alliance May 16, 2014	SCRUM Master
Microsoft April 10, 2014	Microsoft Certified Professional (MCP) - Microsoft SharePoint Server 2013 Core Solutions
Microsoft April 14, 2000	Microsoft Certified Professional (MCP) Microsoft Windows NT Workstation

EDUCATIONAL BACKGROUND

CONFEDERATION COLLEGE 1450 Nakina Drive, Thunder Bay, ON P7C 4W1 January 2020 – August 2021	Post-Graduate Information Communication Technology (ICT) Solutions for Business
AMA UNIVERSITY Project 8, Quezon City, Philippines 1994-1998	Bachelor of Science in Computer Engineering
NOTRE DAME OF MARBEL FOR GIRLS Koronadal City, South Cotabato, Philippines (1983-1989) and (1989-1993)	Secondary and Primary