**CARLO ANTONIO BUÑO DOCE**

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OBJECTIVE To focus on my expertise on managing Big Data to generate intelligent reports for in-depth trend analysis and flexible solutions to problem areas of Data Warehousing.

**WORK EXPERIENCE**

**IMS HEALTH PHILIPPINES, INC.**

**March 16, 2015 – Present**

Regional Production Support Team – Database Specialist

* Production Support Helpdesk:
  + Monitor, troubleshoot and resolve production issues of Asia Pacific and European Production SQL Servers.
  + Manage Database Specialists to ensure proper support is provided on issues in accordance with the SLAs.
  + Ensure that Specialists analyze and identify properly, pin-point the cause and coordinate with the users in providing resolution for System Issues.
  + Support various Applications from EMEA and US Countries, mainly ranging from those developed in C#, VISUAL FOXPRO, VB, VB.NET and ASP.NET.
* Development and Automation Requests:
  + Regularly conducts in-depth analysis on Development and Change Requests by Internal Clients for both already existing and potential IMS Products.
  + Participate in Cross-Functional Team Planning in order to properly assess and evaluate the scope of development.
  + Plan time lines before Product/System Development in order to properly distribute bandwidth of the team/sub-teams.
  + Implement proper development methodology such as Waterfall and Agile Methodology, depending on the nature of the requirement.
  + Supervise and complete Program Testing as defined in the UAT Script for all projects.
* Administration
  + Schedule monthly one on one discussion with Specialists for feedback and performance review.
  + Maintain IMS standard coding convention during development and deployment of scripts.
  + Conduct and Facilitate Training for IMS Systems and General SQL Knowledge Transfer.
  + Ensure that User and Technical Documentation are completed for all Projects done by Regional Production Support and Automations Team.
  + Complete HR Requirements on the annual Team Performance Review.

**HOTEL JEN MANILA (TRADER’S HOTEL MANILA)**

**July 21 2014 – March 14, 2015**

Information Technology Department – Service Leader

* General Controls
  + Ensure cleanliness and orderliness of IT Office, Computer Data Center and PABX. All equipments and facilities like UPS, FM 200, smoke detectors, cabling facilities and air conditioning systems are working at its optimal conditions.
  + Maintains professional business confidentiality at all times.
* IT Infrastructure
  + Perform IT Daily and Monthly checklist of IT infrastructure (disk space usage, MRTG, status of servers and PCs). Provide status report to Area Director of IT.
* IT Security
  + Perform regular review of access rights and updates all systems user access rights based on Standard approved by SLIM.
  + Perform regular deployment of the latest SLIM approved service packs and security updates.
* Disaster Recovery Plan
  + Execution of DR Plan.
  + Perform other duties on backup procedure and DR Plan.
* Operational Management
  + Provides Tier 1 and 2 support to other divisions/departments.
  + Perform IT service request from all user departments.
  + Submits reports on Completed, On-going and pending activities as per request of Area Director of IT on regular basis.
* Change Management
  + Perform program or system update or changes in Hotel applications.
* Problem Management
  + Provides root cause analysis on all IT related problems which are assigned to IT Staff. Service Leader also have hands-on solutions to identified problems.
* Project Management
  + Perform duties assigned by Area Director of IT in keeping goals to achieve the project objective of the Information Technology Group.
  + Actively participate in Capital Expense Review.
  + Closely works and coordinates with various Vendors and Contractors for all IT Systems. Also has a list and status of all existing Vendors and Contractors which have an on-going maintenance agreement with the company.
* Asset Management
  + Maintain, acts as Librarian and keep records of all hardware and software inventory.
* IT Team Development
  + Trains staff and users in all IT related Systems and Software.
  + Establishes and maintain effective employee relation at all times.
  + Creates an atmosphere of trust and develops a sense of belonging among team members.
* IT Control and Audit Status
  + Execute on comments and recommendations on IT Operation Review and Internal/External Audit report.
  + Perform other duties that may be assigned by General Manager.

**IMS HEALTH PHILIPPINES, INC.**

**March 25 2013 – August 15 2014**

Regional Production Support Team – Database Developer

* Production Support Helpdesk:
  + Monitor production servers for the Asia Pacific Countries:
    - South Africa, Thailand, Malaysia, Singapore, Hong Kong, Australia, Vietnam, China, Philippines, Indonesia, Pakistan, India
  + Provides assistance in troubleshooting IMS APP Systems and various IMS ADHOC Programs.
  + Directly working with Internal Clients thru face-to-face discussion on issues encountered.
  + Gives input in calculating Production Server and Workstation needs in terms of required Storage Space and Specs.
* Administration of Production Development and Change Requests:
  + Regularly conducts in-depth analysis on Development and Change Requests by Internal Clients for both already existing and potential IMS Products.
  + Participates in Cross-Functional Teams in order to properly assess and evaluate the scope of development.
  + Regularly formulates and provides timeline during Product Development in order to properly monitor Project Pipelines.
* Conducts and Facilitates Training for IMS APPS
  + Prepares presentation materials to be used in training Internal Clients on using IMS APP Systems.
  + Presents findings to Internal Clients using Data Gathered during Analysis Phase.

**GAMELOFT PHILIPPINES, INC.**

**August 16 2012 – March 22 2013**

Project Management Tool Specialist – Accounting Department

* Project Management Tool (PMT) database administration:
  + Keep PMT data in line with the real activities of the company, by collecting and updating information with relevant project managers;
  + Coordinate PMT updates for MNL studio;
  + Receive requests and feedback regarding PMT from various users; centralize the users’ feedback and add input in order to improve the content of PMT;
* Administer PMT database for MNL Studio
  + Creates, maintains and supports other studios with regard to the various databases of Gameloft (Vietnam, Jakarta and Philippines).
  + Monitors Database capacity of Server and performs Backup procedures (SQL Server 2000) when necessary.
  + Maintains and updates DB Stored Procedures and Macros for PMT Related Tasks.
* Administration of the Cash Reimbursement System:
  + Maintenance and Backup of Cash Reimbursement System (MS Access).
* PMT reports:
  + Coordinate with reporting assistants and prepare PMT reports such as: weekly Allocation Report; monthly Gold tracker report;
  + Perform occasional PMT checking and ad hoc reports upon request.
* Cost reports:
  + Prepare monthly reports including but not limited to: Import cost report, Phone cost report, Cash Call, Monthly Cost report;
* Participate in the consolidation and analyses of cost as needed;
* Other tasks:
  + Review inputs for reporting; review reporting structure to improve it when necessary;

**DIGITAL TELECOMMUNICATIONS PHILIPPINES, INC.**

**October 17 2011 – August 13 2012**

Settlement Data and Support Specialist – Inter-Carrier Settlement Division

* Extracts Digitel Call Detail Records from the server using SQL commands and assesses Call Detail Records from other carriers.
* Studies traffic dispute and determine the cause and variance.
* Maintains CDR Reconciliation Tool (Reconx10).
* Prepares summary calls and minutes for billing purposes to National Carriers.
* Coordinates with IBS in the preparation of toll traffic data concerning settlements transactions.
* Ensures the integrity, completeness and reasonableness of the data processed.
* Analyzes traffic data and prepares complete and accurate settlement reports.
* Prepares Accounting Reports for LEC & GSM Business Units on a monthly basis.
* Prepares summary of “per carrier, per usage” based on Outbound CDR and Compare to IBS Month End Report.
* Maintains file and information database server.
* Studies traffic streams and routes for further investigations regarding call issues for proper settlement to other Telcos.
* Prepares customized reports as per request internally and other departments as well.
* Provides feedback for technical issues with other carriers.
* Research on solutions to technical problems that occur within the working area.
* Performs other tasks as required by immediate superior from time to time.

**IMS HEALTH PHILIPPINES, INC.**

**August 16 2010 – September 17 2011**

Database Support Analyst - NDF/WAP Division, Production Department

* Check completeness of data from various Pharmaceutical Distributors and Manufacturers and load into IMS Databases.
* Generates monthly and quarterly Pharmaceutical Sales Audit Reports for Malaysia, Hong Kong and Singapore on time as prescribed in the monthly and quarterly Production Schedule for Malaysia, Hong Kong and Singapore.
* Analyzes and gives timely solutions for Adhoc Query Reports from Regional and Local IMS Offices regarding Pharmaceutical Sales of Malaysia, Singapore and Hong Kong.
* Develops and maintains Key Performance Indicator Monitoring System for OLC, WAP and NDF Divisions of IMS Production Department.
* Performs monthly and quarterly backup of Production Databases and Stored Procedures.

**PHILIPPINE LONG DISTANCE TELECOMMUNICATIONS – Bicutan**

*(Proserve Multi Resources Inc.)*

**August 21 2008 – June 30 2010**

Project Database Clerk – Engineering Information Management Division

* Updates Pole Inventory Record Management System (PIRMA), analyzes and monitors PLDT compliance for pole attachment requests to Meralco.
* Receives Outside Plant Facility As-built Plans from PLDT Engineers and contractors, verifies information in the database and translates it into digital versions using AutoCAD.
* Administers the Right of Way Permits Database.
* Manages various records of PLDT and Smart Telecommunications Outside Plant Facility Maps.
* Develops and maintains various Programs and Macros to address Adhoc needs.

**EDUCATION**

**DLS – COLLEGE OF SAINT BENILDE**

**December 2007**

Bachelor of Science in Business Administration Major in Computer Application

**LA SALLE GREEN HILLS**

**March 2001**

**SKILLS/COMPETENCIES**

* In-depth Data Analysis
* Front End Development in C#, VB, VB.NET, ASP.NET
* Back End Development proficiencies in MS SQL, Visual Foxpro, MS Access
* Project Management

**ACHIEVEMENTS**

* CIVIL SERVICE ELIGIBILITY-PROFESSIONAL July 2008

**REFERENCES** Available upon request