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IT Application Support Analyst

LIVE or Production Application Support Expert. ITIL® v3 Foundations Certified since 2014. Banking and Financial Applications IT Support Engineer. Functional and Technical Application Support Trainer. Technical Team Leading.

IT Application Support Expert with more than **9 years experience** in supporting customers and resolving business stakeholders' concerns regarding investment/retail banking software/applications/systems. IT Operations subject matter expert in the **Credit Risk Management** group of Macquarie since 2015. Senior Application Support and stream lead since 2014. Experienced in **technical team leading** of junior resources. 3 years in Level 1 Application Support in Macquarie's **Risk Management** division. 3 years in Level 2 Application Support of Misys - a Treasury, Risk & Investment Management Solutions company for global banks. 1 year experience in software development for medium-sized enterprises using **Java**. Results oriented with a proven record of accomplishments and consistent contributions that increase efficiency and reduction of the total cost of application support through **automation** and **process improvements**. Assessed by the **Australian Computer Society** to be suitable for migration under 263212 (ICT Support Engineer) of the ANZSCO Code since Feb 13, 2017.

Areas of Expertise

ITIL: Request fulfillment, Incident management	Technical and functional training of junior resources
ITIL: Problem management, Change management	ITIL: Continuous Improvement Process
User Access and Stakeholder Management	BMC Control-M Automation Batch Job Scheduling
Sybase, Microsoft SQL, UNIX servers, Windows servers	Application Monitoring, HP SiteScope, HP Diagnostics
BMC Remedy 9, Atlassian JIRA & Confluence	Java, Eclipse IDE, AS400/RPG/CL Programming

Skills Summary

Skill/Technology/Methodology	Experience (Years)	Last Used	Skill Level 1-5 (5= Excellent)
Level 2 Application Support (Sybase, SQL, UNIX, Java)	1.25	2015-Current	4
ITIL® Foundation Certificate in IT Service Management	2.5	2014-Current	4
Level 1 Operations (Sybase, SQL, UNIX, Control-M)	3	2014	4
Level 2 Application Support (AS400, CL, RPG, SQL)	3	2011	4
Level 3 Analyst Programmer (Java, PostgreSQL, SDLC)	1	2007	4

Experience

<p>Company Macquarie Offshore Services, Pty. Ltd. - Philippines</p> <p>Level 2 Application Support Analyst or ICT Support Engineer</p> <p>Specialization: Credit Risk Management module - Level 2 IT Operations & Support</p> <p>Nov 1 2015 – Present</p> <p>1 year</p> <p>Position: Executive</p>	<p>Achievements: Collaboration Award - Feb 2017 - for being proactive in calling out emerging issues well in advance, pushing for process improvements and automation by working with developers in fully automating Credit jobs and increasing robustness.</p> <p>Responsibilities: IT Support expert for Credit Risk Management of the bank. Vast experience in production environments. Resolution of issues, incidents and user requests by testing, analysis and deep investigation of source code (SQL, UNIX, Java). Application and infrastructure monitoring and resolution of issues reported by IT & Credit Risk Management Group. Driving various teams - Incident Management, Operations, Developers, and Infrastructure teams - in resolving widespread critical system issues. Providing viable workarounds in a timely manner by scripting and/or debugging source code. Approval of production database changes of L1, L2 and L3 colleagues. Creating and reviewing technical documentation such as operational guides and manuals. Communicating with users and management regarding critical incidents and ensuring awareness and adherence to standards, procedures and quality control activities. 24x7 on-call escalation contact.</p> <p>Change Management: Operational Acceptance Testing Manager. Collaborate with stakeholders and IT to review and approve production release plans to ensure smooth preparation, implementation, communications, technical and business verification, and transition of applications from project implementation to support. Testing and validating new software versions and patches.</p> <p>Problem Management: Investigation of production failures and anomalies to determine the root cause of system issues. Writing well-defined bugs, providing a reproduction of the customer issue. Provide development recommendations for resolution. Reduction of man-effort required via automating repetitive, manual, time & resource-consuming tasks by SQL and UNIX programming while ensuring day to day support is not disrupted.</p> <p>Team Management: Developing, conducting and providing technical guidance and training in application software and operational procedures to L1, L2 and L3 staff in Philippines and India. Helping junior team members with their own investigations.</p> <p>Technology used: Sybase, Microsoft SQL, Java, UNIX & Windows, BMC Remedy 9, Atlassian JIRA & Confluence, Control-M Automation Batch Job Scheduling, Eclipse IDE, Apache Subversion, HP SiteScope, HP Diagnostics, Database Change Management</p>
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<p>Company Macquarie Offshore Services, Pty. Ltd. - Philippines</p> <p>Level 1 Senior Operations Application Support Analyst or ICT Support Engineer and Stream Lead</p> <p>Specialization: IT Risk Management Operations Level 1 Stream Lead</p> <p>Jun 1 2014 – Oct 31 2015</p> <p>1 year 4 months</p> <p>Position: Executive</p>	<p>Achievements: Corporate Operations Divisional Award Winner. Was seconded to India to perform functional and technical application training (in Risk Management) of Level 1 Operations staff (June 29, 2015 to July 17, 2015). Improved the quantity (200%) and quality of resolved tickets by the Level 1 Operations staff in India. Saved \$15434.00 worth of company's soft money via continuous improvements by slashing repetitive, manual, time & resource-consuming tasks of Level 1 Operations staff in Philippines and India using Control-M Batch Scheduling and SQL scripting. Acquired Certification in ITIL® Foundation in IT Service Management.</p> <p>Responsibilities: Oversee the resolution of production incidents. Day to day Level 1 IT Operations, ticket allocation to junior members, Request Fulfillment, Incident Management, Change Management, and Escalation Management. 24x7 on-call escalation contact for critical issues.</p> <p>Problem Management: Continuous improvements in Risk Management Group's Level 1 operations and processes. Improve customer satisfaction (CSAT) & operational SLA's. Delegate problem tasks to Level 1 Operations staff.</p> <p>Team Management: Assign new requests to team members during daily team meetings. Continuous technical application training of all Level 1 Operations staff in Philippines and India. Ensure that all Level 1 Operations staff are across what needs to be done functionally for all issues, requests, problems and specially changes. Collaborate daily with colleagues to present, review, meet and surpass the team's SLA's, KPI's and targets via a Visual Management Board.</p> <p>Technology used: Sybase, Microsoft SQL, UNIX & Windows, BMC Remedy 7, Atlassian JIRA & Confluence, Control-M Automation Batch Job Scheduling, HP SiteScope, Database Change Management</p>
<p>Company Macquarie Offshore Services, Pty. Ltd. - Philippines</p> <p>Level 1 Application Support Analyst or ICT Support Engineer</p> <p>Jun 6 2011 - May 31 2014</p> <p>3 years</p> <p>Position: Executive</p>	<p>Achievements: Co-established the Level 1 IT Operations team in the Philippines. On-boarded 30+ various investment banking applications (from Level 2 IT Operations) related to Online Services, Finance, Fixed Income, Currencies and Commodities, Human Resources, Credit Risk, Market Risk and Operational Risk applications. Expanded the Level 1 IT Operations team to India.</p> <p>Specialization: Operations Monitoring Analyst for multiple banking applications.</p> <p>Responsibilities: Knowledge Management. Continuous technical and functional application training of colleagues in Philippines and India. User Access Management, Request Fulfillment, SQL debugging, UNIX debugging, Incident Monitoring and Resolution, Ticket management, JIRA projects and bugs management, and Control-M batch job monitoring. Implement database changes following documentation. Fulfilled requests and resolved application incidents for Australia, America, London and Philippines business and IT stakeholders. Experienced working in APAC/ANZ, EMEA and Americas Shifts under a Shared Pool IT Operations Team.</p> <p>Problem Management: Reduction of resource & time-consuming manual tasks of Level 1 through process improvements using Control M Batch Scheduling while ensuring day to day support is not disrupted.</p> <p>Technology used: Sybase, Microsoft SQL, UNIX & Windows, BMC Remedy 7, Atlassian JIRA & Confluence, Control-M Automation Batch Job Scheduling, HP SiteScope, Database Change Management</p>
<p>Company MISYS PHILIPPINES, INC. - National Capital Reg, Philippines</p> <p>Core Business Information Technology</p> <p>Level 2 Application Support Analyst or ICT Support Engineer</p> <p>Jun 2 2008 – May 20 2011</p> <p>3 years</p> <p>Position: Associate</p>	<p>Achievements: Award of Merit for Commendable Contribution in Customer Support - Top RPG/CL Programming Trainee - Was awarded with a plaque of excellence for being part of the top 3 (out of ~30 AS400/RPG/CL programming trainees) during the 3-month programming training.</p> <p>Support Consultant of the Month – resolved the most number of support tickets for the team for April 2010. Scripting of a utility for fixing retail deposit data corruption issues using AS400/RPG/CL.</p> <p>Specialization: Equation Banking Software's modules like Equation Core Management System, Account Services, Watch List Checking, AML, SWIFT, Credit Risk Management, Retail Deposits and Retail Loans.</p> <p>Responsibilities: Part of Rapid Response Team (RRT) who handle the most pressing / escalated / critical issues raised by clients. After Hours On-call Escalation Point for critical issues. Analysis of functional and technical cases and provides resolution in accordance with agreed customer metrics to ensure customer satisfaction. Email & Call customers from different banks and update accurate information in the call logging system (SupportForce.Com) so that customers can see progress on the support cases. Identify Professional Services or Product Sales opportunities arising from customer calls and referring these to the appropriate groups for action in order to drive increased revenue. Act as Account Manager to banks that have huge number of cases logged and/or have escalated issues. Test patches & create fixes for critical issues. Create testing and installation documents for customers' or bank's use.</p> <p>Technology used: Equation Banking, SQL Server, Meridian Link, IBM Websphere, Fircosoft, AS400/RPG/CL programming.</p>

Company LASERITE SYSTEMS INC. - Los Banos, Laguna, Philippines Core Business Software Development for medium sized businesses Java Junior Analyst Programmer Apr 1 2007 – Apr 30 2008 1 Year Position: Associate	Achievements: As a university student, worked part-time for 6 months in a start-up company while simultaneously completing my thesis/special project. Eventually absorbed by the company and worked full-time as a Junior Java Developer for another 6 months. Responsibilities: Development, debugging, testing and quality assurance of software for medium-sized enterprises. Projects: <ul style="list-style-type: none"> Employee Management System for Pampanga's Best Biometric Fingerprint Scanner for Pampanga's Best Inventory System for Auto Parts for PGA Cars. Technology used: Java, JUnit, Hibernate, Eclipse IDE, SQL Server Studio, PostgreSQL
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Training and Development

Dec 2016	PHOENIXONE	Java Standard Edition (JSE) with JDBC
November 2015	MACQUARIE	Basic Credit Risk Management for Investment Banks
August 2014	PEOPLECERT	ITIL® Foundation Certificate in IT Service Management
September 2013	PHOENIXONE	Introduction to SQL Scripting
August 2013	PHOENIXONE	Introduction to UNIX Scripting
July 2013	DDI: Development Dimensions International	Service Plus Workshop
May 2010	DBWIZARDS	Basic and Advanced Java Programming
June 2009	GUTHRIE JENSEN	Customer Service Training
June 2008	MISYS	AS400, RPG, CL Programming

Education

2003-2007	University of the Philippines, Los Baños Course: Bachelor of Science in Computer Science Special Project: Image Analysis Development Framework using Qt
2006	Internship Project: Basic Inventory System using Java Company: MDR Global Systems Inc.

Organizations

2010	Professional Association of Diving Instructors – PADI - Member
2006	UPLB Green Mountain Circle Cordilleran Society – Member
2005	UP Jammers' Club <ul style="list-style-type: none"> POUND 4 POUND - Project Committee Head
2004	UPLB Computer Science Society <ul style="list-style-type: none"> Computer Science Week - Games Day Head PalaCASan Sports Event - Project Committee Head

Languages

English	Full Professional Proficiency IELTS General Training Exam Results as of 15 Mar 2017 <ul style="list-style-type: none"> Listening: 8.0 Reading: 9.0 Speaking: 7.0 Writing: 7.0 Overall Band Score: 8.0 CEFR Level: C1
Filipino	Full Professional Proficiency

Interests

Computer Games. Underwater Diving. Music. Drums. Computers. Travelling. Movies. Video Editing. Basketball

Awards

Collaboration Award, Macquarie - Risk and Compliance - Corporate Operations Group - Technology Awarded: Feb 2017	<p>Was awarded for commitment to our customers and DevOps in his role as the primary L2 resource for Credit, Groupwide, and PCM. The Credit Risk Management business appreciated the more in-depth analysis done by Francis on user queries which shows how well he collaborates with SMEs. He was also proactive in calling out emerging issues well in advance, pushing for process improvements and automation.</p>
Corporate Operations Divisional Award, Macquarie - Institutional Business Support - Corporate Operations Group - Technology Awarded: Jul 2015	<p>Was seconded to India to perform functional and technical application training (in Risk Management) of Level 1 Operations staff (June 29, 2015 to July 17, 2015). Improved the quantity (200%) and quality of resolved tickets by the Level 1 Operations staff in India.</p>
Award of Merit for Commendable Contribution in Customer Support, Misys Philippines - Equation Customer Support Division Awarded: Oct 2008	<p>Was awarded with a plaque of excellence for being part of the top 3 (out of 30 RPG/CL/AS400 programming trainees) during the 3-month programming training.</p> <p>Support Consultant of the Month – resolved the most number of support tickets for the team for April 2010. Scripting of a utility for fixing retail deposit data corruption issues using AS400/RPG/CL.</p>

Testimonials

From one of our Managers in New York, USA	<p>Congratulations Francis Santos you have been nominated and selected as our Corporate Divisional Award Winner. Francis worked some serious overtime to make the most of the 3 weeks he spent in Gurgaon, India in order to train up the entire team in the RMG Systems. Attached is an email chain showing the gratitude of the Shared Pool team members in Gurgaon, India.</p> <p>Francis is always very dependable. He has often demonstrated that he is willing to go above and beyond what is expected of a shared pool member. This includes ensuring that all Shared Pool staff are across what needs to be done for weekend tasks and attending all relevant handover sessions.</p> <p>Francis has consistently demonstrated up to date knowledge of all tasks that handled by the Shared Pool team. He is the go-to guy for the rest of the Shared Pool team in RMG space.</p>
From one of our Associate Directors in Sydney, Australia	<p>Last weekend represented some major changes and work by all teams, with both delivery wins as well as great team-work working through production and project issues. Linked to prior updates, we have seen a continuation of the Sybase AAS issues, with some seriously long hours and great work by all teams, however key call-out to Francis Santos for exceptional work on the weekend. Between all the global teams, the amount of attention and work going into investigation, query analysis and optimization is impressive, with some clear plans being enacted this week.</p>
From one of our Associate Directors in Manila, Philippines	<p>We recognize Francis for his commitment to our customers and DevOps in his role as the primary L2 resource for Credit, Groupwide, and PCM. The Credit Risk Management business appreciates the more in-depth analysis done by Francis on user queries which shows how well he collaborates with SMEs. He was also proactive in calling out emerging issues well in advance, pushing for process improvements and automation. An example is him working with developers in fully automating the weekend Credit archiving job and increasing its robustness.</p>