Francis Raymond Santos

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IT Application Support Analyst. IT DevOps Analyst. ITIL® v3 Foundations Certified. Banking and Financial Applications IT Support Engineer. Functional and Technical Application Support Trainer. Technical Team Leading

Current Role - Level 2 IT Support Analyst of supporting users of various Amadeus Altea **Production** systems in Airline IT, Departure Control, and E-commerce systems since Nov 2017 to present.

Previous Roles - IT Application Support Analyst with **9 years experience** in supporting customers and resolving business stakeholders' concerns regarding investment/retail banking **Production** software/applications/systems. Level 2 IT DevOps Specialist in the **Credit Risk Management** group of Macquarie from 2015-2017. Level 1 Senior Application Support and stream lead since 2014-2015. Experienced in **technical team leading** of junior resources. Level 1 Application Support in Macquarie's **Risk Management** division 2011-2014. Level 2 Application Support in Misys - a Treasury, Risk & Investment Management Solutions company for global banks 2008-2011. **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** suitable as ICT Support Engineer 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 (Amadeus Products)	0.75	Nov 2017 - Present	4
Level 2 Application Support (Sybase, SQL, UNIX, Java)	1.6	Nov 2015 - Jun 2017	4
ITIL® Foundation Certificate in IT Service Management	2.75	Aug 2014 - Jun 2017	4
Level 1 Operations (Sybase, SQL, UNIX, Control-M)	4.3	May 2011 - Oct 2014	5
Level 2 Application Support (AS400, CL, RPG, SQL)	3	Apr 2008 - May 2011	4
Level 3 Analyst Programmer (Java, PostgreSQL, JUnit)	1	Apr 2007 - Apr 2008	4

Experience

Company Amadeus Japan K.K. **Core Business** Travel **Role** Level 2 Application Support Analyst **Duration** Nov 13, 2017 – Present **Position**: Executive	**Specialization**: Amadeus Altea products in Airline IT, Departure Control, E-commerce systems of Japan Airlines. **Responsibilities: Incident Management:** Act as Level 2 IT Support for Amadeus' internal and external customers who use Amadeus Technology, Products and Solutions and **investigates** and **resolves** more complex Incidents and Service Requests. Functional and **technical support engineer** and escalation of incidents and requests to Amadeus 3rd level staff, other resolver groups within Amadeus or to external/third parties. Proactively maintain/improve the knowledge solutions database to enhance the whole team's skills and knowledge as well as provide **continuous process improvement**. **Provide high quality** specialized functional and technical services with the objective of overseeing and recovering incidents and requests in accordance with the SLAs. Liaise closely with customers, team members, Research and Development, Product Management, and Service Design groups using advanced level product expertise, communications, relationship-building and decision-making skills. **On-site support.**
Company Macquarie Offshore Services - Philippines **Core Business** Investment Banking **Role** Level 2 Application Support Analyst / DevOps **Specialization** Credit Risk **Duration** Nov 1, 2015 – Jun 5, 2017 (1.6 years) **Position** Executive	**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. **Responsibilities**: **Incident Management** - IT Support Engineer for Credit Risk Management of the bank. Vast experience in **production** environments. Ownership and 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 / Problem Management, DevOps, 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 contact. After hours/weekend support.**

	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 deployments, versions and patches. **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. **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. **Technology used:** Sybase SQL, Microsoft SQL, Java, UNIX & Windows, BMC Remedy 9, Atlassian JIRA & Confluence, Control-M Automation Batch Job Scheduling, Eclipse IDE, Apache Subversion, HP Diagnostics, HP SiteScope, Database Change Management
Company Macquarie Offshore Services - Philippines **Core Business** Investment Banking **Role** Level 1 Senior Operations Application Support Analyst or ICT Support Engineer and Stream Lead **Specialization**: IT Risk Management Operations Level 1 Stream Lead **Duration** Jun 1, 2014 – Oct 31, 2015 1 year 4 months **Position**: Executive	**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. **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. **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. **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. **Technology used:** Sybase, Microsoft SQL, UNIX & Windows, BMC Remedy 7, Atlassian JIRA & Confluence, Control-M Automation Batch Job Scheduling, HP SiteScope, Database Change Management

Company Macquarie Offshore Services - Philippines **Core Business** Investment Banking **Role** Level 1 Application Support Analyst or ICT Support Engineer **Duration** Jun 6, 2011 - May 31, 2014 3 years **Position**: Executive	**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. **Specialization**: Operations Monitoring Analyst for multiple banking applications. **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. **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. **Technology used:** Sybase, Microsoft SQL, UNIX & Windows, BMC Remedy 7, Atlassian JIRA & Confluence, Control-M Automation Batch Job Scheduling, HP SiteScope, Database Change Management

Company	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.
MISYS PHILIPPINES, INC. - National Capital Reg, Philippines	
Role Level 2 Application Support Analyst or ICT Support Engineer	**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.
Duration Jun 2, 2008 – May 20, 2011	**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.
3 years	**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.
Position: Senior Associate	
	Technology used: Equation Banking, SQL Server, Meridian Link, IBM Websphere, Fircosoft, AS400/RPG/CL programming.
Company LASERITE SYSTEMS INC.	**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.
Core Business Software Development for medium sized businesses	**Responsibilities:** Development, debugging, testing and quality assurance of software for medium-sized enterprises.
Role Java Junior Analyst Programmer	**Projects**: • Employee Management System for Pampanga's Best • Biometric Fingerprint Scanner for Pampanga's Best • Inventory System for Auto Parts for PGA Cars.
Duration Apr 1, 2007 – Apr 30, 2008	**Technology used:** Java, PostgreSQL, JDBC, Enrage Platform, JUnit, Jude, Hibernate, Eclipse IDE, SQL Server Studio

Training and Development

Jun 2017	IDEYATECH	Java, JDBC, MySQL, JUnit, UML, NoSQL, MongoDB, Couchbase, HTML5, CSS3, Bootstrap 3 CSS, Ionic CSS
December 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

From: June 2003 To: November 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 • POUND 4 POUND - Project Committee Head
2004	UPLB Computer Science Society • Computer Science Week - Games Day Head • PalaCASan Sports Event - Project Committee Head

Languages

English	**International English Language Testing System (IELTS) -** Full Professional Proficiency General Training exam results as of 15 Mar 2017:

Listening: 8.0	Reading: 9.0	Overall Band Score: 8.0
Speaking: 7.0	Writing: 7.0	CEFR Level: C1

Tagalog/Filipino	Full Professional Proficiency

Interests

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

Awards

Collaboration Award, Macquarie - Risk and Compliance - Corporate Operations Group - Technology Awarded: Feb 2017	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.
Corporate Operations Divisional Award, Macquarie - Institutional Business Support - Corporate Operations Group - Technology Awarded: Jul 2015	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.
Award of Merit for Commendable Contribution in Customer Support, Misys Philippines - Equation Customer Support Division Awarded: Oct 2008	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.

Testimonials

From one of our Senior Managers in New York, USA	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. 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. 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.

From one of our Associate Directors in Sydney, Australia	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.
From one of our Associate Directors in Manila, Philippines	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.