Francis Raymond Santos

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

Highly-motivated team player with strong **analytical** and **debugging** skills in **production management** with **10 years experience** in resolving IT and business stakeholders' concerns regarding **investment / retail banking** software / systems. Reference Data (**Equities, Cash** and **Derivatives**) Level 2 Application Support of **Morgan Stanley** (Jan 2019 to Jul 2019). Level 2 Application Support (**Airline IT**, **Departure Control**, and **E-commerce**) of **Amadeus** (2017-2018). Level 2 IT **DevOps** in the **Credit Risk Management** group of **Macquarie** (2015-2017). Level 1 Senior Application Support and **stream lead** (2014-2015) of **Macquarie**. **Technical team leader** of junior resources. Level 1 Application Support in Macquarie's **Risk Management** division (2011-2014). Level 2 Application Support (Risk & Investment Management) of **Misys** for global banks (2008-2011). **Software development** and **testing** for medium-sized enterprises using **Java** (Laserite Systems) (2007-2008). **Results-oriented** with a **proven track record** of **accomplishments** and **consistent contributions** that increase efficiency and reduce total cost of application support through **automation** and **process improvements**. Assessed by the **Australian Computer Society** suitable as **ICT Support Engineer** (Feb 2017).

Expertise

ITIL: Incident and Request Fulfillment management	Tools: ServiceNow, BMC Remedy 9, Atlassian JIRA, Confluence
ITIL: Event Management - BMC Control-M. Autosys, MQ	Troubleshooting: Sybase, Microsoft SQL, UNIX, Windows
ITIL: Continual Process Improvement	ITIL: User, Stakeholder, SLA Management
ITIL: Knowledge and CMDB Management	Technical and functional training of junior resources
ITIL: Change Management, Problem Management	Programming/Scripting: Java, AS400/RPG/CL, shell, Eclipse

Skills Summary

Skill/Technology/Methodology	Experience (Years)	Last Used	Skill Level 1-5 (5= Excellent)
Level 2 Application Support (Sybase, SQL, UNIX, Autosys, MQ)	0.6	Jan 2019 - Jul 2019	4
Level 2 Application Support (Amadeus Altea Products)	1	Nov 2017 – Oct 2018	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 Application Support (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, Eclipse)	1	Apr 2007 - Apr 2008	4

Experience

Company Morgan Stanley Japan Group Co. Ltd. **Business** Investment Banking **Role** Level 2 Application Support Analyst **Specialization** Products **Duration** Jan 15, 2019 – Jul 31, 2019 **Position:** Associate	**Achievements**: **Continuous Improvement Process** - **Collaboration** with developers for **automation** of manual ready-for-business checks (**unix/SQL**) and creation of L2 runbooks/procedures for Japan Indices/ETF's including training of junior members. Creation of **Disaster Recovery Testing** runbooks. **Responsibilities**: **Incident Management** – Data/Application Support of Indices and ETF products. Act as **escalation point** and alert internal/external clients regarding ETA/resolution of incidents using **ServiceNow**/iAlert. **Ownership** and **resolution** of production issues/incidents/requests from IT users/business stakeholders/alerting tools by **debugging**, **testing** and **analysis** of data/logs/code. **Driving** various business users, external providers, and IT teams (Incident Management, L2, L3 and Security, Web, DBA and UNIX Ops) - in resolving **widespread critical data/system issues**. Providing **impact analysis** and viable **workarounds** in a timely manner. **Approval** of production database changes of L2 and L3 members. Production application and infrastructure monitoring using **Autosys / MQ**. **Change and Problem Management:** **Planning** for IT/Business/Market change events. **Testing** and validation of new software deployments, versions and patches. Creation of **post-incident reviews/reports** and performing **root cause analysis** of production failures. Documenting well-defined bugs, providing a **reproduction of the issue**. Provide recommendations in **JIRAs** raised to developers. Reduction of man-effort required via automating repetitive, manual, time & resource-consuming tasks via **SQL/unix scripting.** **Team management**: Continuously ensure **technical guidance** and **training** in software and operational procedures to L2 staff in Philippines and India. **Helping** junior team members with their own investigation of incident and request. Creating, reviewing, publishing and approving technical documentation.

	Technology used: Sybase SQL, UNIX, shell, ServiceNow, JIRA, Autosys, MQ, DBArtisan
Company Amadeus Japan K.K. **Business** Travel **Role** Level 2 Application Support Analyst **Duration** Nov 13, 2017 – Oct 31, 2018 (1 year) **Position**: Associate	**Achievements**: Co-established Japan on-site support of Amadeus Altea products - Airline IT, Departure Control, E-commerce systems for Japan Airlines. **Responsibilities: Incident Management:** Professional ownership of incidents and user requests by acting as Level 2 IT Support for Amadeus' internal and external customers who use Amadeus Technology, Products and Solutions and **investigates** logs/code and **resolves** complex incidents and service requests. Functional and technical **support engineer** providing **workarounds** and if needed, escalation of incidents and requests to Amadeus 3rd level staff, and other resolver groups within Amadeus or external/third parties. **Request Fulfillment -** On-site support **- Provide high quality** specialized functional and technical services with the objective of overseeing and recovering incidents and requests in accordance with the SLAs. Act as face-to-face escalation point for clients. Use **strong communication skills** by switching from technical terminology to business language to explain incidents to customers. **Problem Management -** On-site support **-** Manage production problem related incidents. Strong sense of **ownership** to follow up delivery of bug fixes on behalf of business stakeholders by **collaborating** 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. **Knowledge Management** - Proactively maintain/improve the knowledge solutions database to enhance the whole team's skills and knowledge. Work closely with Application Development to ensure that the support team has excellent knowledge of the Amadeus applications.
Company Macquarie Offshore Services – Philippines **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 **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
Company Macquarie Offshore Services - Philippines **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 MISYS PHILIPPINES, INC. - National Capital Reg, Philippines **Role** Level 2 Application Support Analyst or ICT Support Engineer **Duration** Jun 2, 2008 – May 20, 2011 3 years **Position**: Senior Associate	**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. **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. **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. **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. **Technology used:** Equation Banking, SQL Server, Meridian Link, IBM Websphere, Fircosoft, AS400/RPG/CL programming, SupportForce.com
Company LASERITE SYSTEMS INC. **Business** Software Development for medium sized businesses **Role** Java Junior Analyst Programmer **Duration** Apr 1, 2007 – Apr 30, 2008	**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**: • 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, PostgreSQL, JDBC, Enrage Platform, JUnit, Jude, Hibernate, Eclipse IDE, SQL Server Studio

Training and Development

Aug 2019	Udemy.com	Basic Golang Programming
Jul 2019	Udemy.com	Basic Devops/CI/CD Course
Jun 2019	Udemy.com	HTML5, CSS3, Javascript, jQuery, Bootstrap 4
Jan 2019	Morgan Stanley Japan	Investments: Equities, Derivatives, Cash Products Tools: Autosys, MQ, Splunk, Watchtower, Sockeye, Leela
Dec 2018	Udemy.com	Basic Python Programming
Dec 2017	Amadeus Japan	Amadeus Altea Suite – Airline IT, Departure Control, Inventory, and E-Commerce Training
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	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

Jun 2003 to Nov 2007	**University of the Philippines, Los Baños** **Course**: Bachelor of Science in Computer Science **Special Project**: Image Analysis Development Framework using Qt Framework <table><tr><th>Year</th><th>Organizations</th></tr><tr><td>2006</td><td>UPLB Green Mountain Circle Cordilleran Society – Member</td></tr><tr><td>2005</td><td>UP Jammers' Club • POUND 4 POUND - Project Committee Head</td></tr><tr><td>2004</td><td>UPLB Computer Science Society • Computer Science Week - Games Day Head • PalaCASan Sports Event - Project Committee Head</td></tr></table>
2006	**Internship Project:** Basic Inventory System using Java **Company**: MDR Global Systems Inc.

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

Awards

Collaboration Award	From: 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	From: 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	From 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.

Interests

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