

Rezza Sardovia

Software Developer

Manila

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A self-taught programmer, looking for a chance to pursue long time dream career in Web Development; Results driven, willing to be trained and a fast learner. An MBA Graduate from De La Salle University and a Computer Engineer Graduate from Mapua Institute of Technology. Frequently recognized and awarded for a commendable focus in providing excellent customer service and best employee; Lead an IT Security and Data Management team to deliver tasks in strict timelines for a huge Barclay's Global Investor and BlackRock company merger/acquisition;

Coachable/Quick Learner, Problem Solver, Team Player/Collaborator

Willing to relocate: Anywhere

Work Experience

Senior IT Infrastructure Engineer

SMOHRZ International Trading - Manila

February 2016 to Present

- Provided effective onsite or remote support communication, analysis and resolution of IT HW/SW technical issues
- Documented detailed steps and resolution; Updated knowledge base tool as see fit
- Took necessary actions to empower technicians to ensure ownership for customer experience and ensure immediate issue resolution; Resolved escalations when needed.

IT Infrastructure Engineer

BlackRock Asset Management - Singapore

2007 to 2010

- Appointed to lead the Singapore Identity and Access Management team at the same time acted as the Singapore/Asia Emergency Escalation Point of Contact
- Ensured that proper people had appropriate access to technology resources thru IT security and data management tools, knowledge and skills
- Managed the team's timely task delivery company migration, integration, cross permission on two domains/exchange servers (BlackRock and Barclay's)
- Ran User Access Reports, Application Reports, managed access of about 400 applications and growing
- Reconciliation Reports, Certification Reports, SOX/SAS 70 certifications

IT Analyst

Goldman Sachs-Hewlett Packard - Singapore

2007 to 2007

- Managed the team's timely task delivery company migration, integration, cross permission on two domains/exchange servers (BlackRock and Barclay's)

IT Analyst, Goldman Sachs-Hewlett Packard 2007 Singapore

- Appointed to create the standard closing scripts for Goldman Sachs IT Software Installation Request and some documentations for standardization purposes
- Appointed to work on a Software Installation Request Database - Knowledge Base Tool
- Goldman Sachs New Hire Technical Trainer
- Resolved computer hardware/software/server issues, IT security and data management

Technical Supervisor

Dell

2006 to 2007

Philippines

- Monitors and evaluates tech support metrics, identifying required actions necessary to achieve service level and quality targets, maximize first time call resolution, and minimize customer complaints, transfers, and escalation

Resolution Specialist

Dell

2005 to 2006

Philippines

- Coached first-line technical support specialists, resolved technical escalation cases
- Received DellConnect R&R award for commendable focus in providing excellent customer experience
- Invited as Career Talk Speaker at Mapua Institute of Technology for graduating students

Education

Master's in Master of Business Administration

De La Salle University - Manila

June 2012 to July 2014

Bachelor's in Computer Engineering

Mapua Institute of Technology - Manila

June 1997 to March 2002

Skills

- PC Troubleshooting HW/SW
- IT Security & Data Management
- System & Network Management
- Cloud Computing/Remote Access
- Data Structures & Algorithms
- HTML, CSS, JavaScript, Python
- Business Development
- Risk Management

- Revenue Generation

Awards

DellConnect R&R

August 2006

Received from Dell - DellConnect R&R award for commendable focus in providing excellent customer experience

Best Employee 2007

January 2007

Awarded in Singapore - Hewlett Packard-Goldman Sachs

Certifications and Licenses

ITIL Foundation

June 2009 to Present

Issued in Singapore

Additional Information

- Humanistic Academy of Life and Arts, 2018, Taiwan, A Temple stay and spiritual study program
- Volunteer Experience: Fo Guang Shan Philippines, PPCRV Election Watcher
- Interests: Traveling, Meditation, Technology