

ALVIN RICHARD L. CALMA

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Application Support and Development | Site Reliability Engineering | Team Management

Accomplished, and extremely motivated professional with outstanding experience in Application Support, Incident/Service Management, Solution Architecture, Stakeholder Management, Web Development and Team Management. Passionate in delivering solutions and innovations that helps operational performance and reduces or removes manual efforts that drives focus to more valuable results. Gets excitement in growth, not only in the aspects of company or project but also with each team's development in character, analyzation, and technical skills.

Core Competencies: IT Application Support | Web & Application Development | People Management | Stakeholder Management | Workflow Development | Service Management

Professional Experience

Accenture Inc. | Associate Manager

May 2021 - Feb 2024

- Constantly communicated with stakeholders to address concerns and pain points, gathered requirements for enhancements, and led the development of improvements.
- Exhibited skills in leading the efficient resolution of incidents and problem tickets through ServiceNow, ensuring swift response to priority items, and maintaining high levels of customer satisfaction.
- Spearheaded the development and enhancement of Application Workflows and reports, optimizing application configuration based on client feedback and requirements.
- Ensured impeccable data integrity and application availability, contributing to seamless operations and client satisfaction.
- Implemented a robust goal-setting framework, conducting regular discussions with team members to align on quarterly and annual objectives, resulting in enhanced team performance and productivity.

C&C IT Solutions | Web Developer

Dec 2020 - May 2021

- Innovated and implemented new user-facing features, enhancing the functionality and user experience of the application.
- Fostered collaboration with cross-functional teams and stakeholders, facilitating effective communication and project execution.
- Leveraged expertise in React JS, GraphQL, HTML/CSS to drive the development of cutting-edge solutions.

Asticom Technology Inc. | Service Management Lead

Sep 2020 - Dec 2020

- Spearheaded Asticom's IT Service Desk Team, providing comprehensive training in JIRA process flows, ticket handling, and customer support, resulting in improved efficiency and client satisfaction.
- Directed process enhancements for the ticketing system, asset tracking, and management, optimizing workflow and resource utilization.
- Applied expertise in people management, JIRA, service management, and budgeting to streamline operations and achieve organizational objectives.

Asticom Technology Inc. | Solutions Architect

Jun 2020 - Dec 2020

- Engineered tailored solutions addressing client and company needs, leveraging JIRA platform customization to align with user requirements and enhance efficiency.
- Instrumental in implementing automation initiatives to streamline processes, significantly reducing manual efforts, and increasing operational effectiveness.
- Applied expertise in JIRA workflow development, Robotic Process Automation (RPA) with UiPath, and ITSM/Service Desk to deliver innovative and impactful solutions.

Upwork | Web Developer

Aug 2019 - Feb 2020

- Innovated and implemented new user-facing features, enhancing the functionality and user experience of the application.
- Performed code developments and enhancements on the web application based on the client requirements using expertise in Javascript, JQuery, HTML/CSS, GitHub, and Visual Studio

Accenture Inc. | Applications Support Team Lead**Dec 2016 - Mar 2019**

- Lead a team of application 12 support software engineers in tackling problem tickets.
- Ensured impeccable data integrity and application availability, contributing to seamless operations and client satisfaction.
- Implemented a robust goal-setting framework, conducting regular discussions with team members to align on quarterly and annual objectives, resulting in enhanced team performance and productivity.

Accenture Inc. | Senior Software Engineer**Dec 2014 - Nov 2016**

- Worked on backend level code developments and solutions that required deeper knowledge of the application and technology.
- Sought out continuous improvements for the application by transitioning manual tasks into automation.
- Guided junior software engineers with their daily tasks providing knowledge and past experienced troubleshooting.
- Applied expertise in SQL, C++, C#, Visual Basic, and ServiceNow to deliver innovative and impactful solutions.

Accenture Inc. | Software Engineer**Jul 2010 - Nov 2014**

- Day-to-day tasks involve working on incidents raised by customers, clients, and service desks (on behalf of customers).
- Monitors the daily runs of batch applications with the use of Batch Explorer and performs workaround implementations when needed.

EDUCATION

Bachelor of Science, Electronic Communications Engineering | Technological University of the Philippines, Manila, Metro Manila

Technical Skills

DBMS (SQL Server and MongoDB) | Javascript (ReactJS, NodeJS, JQuery) | HTML/CSS | GraphQL | Visual Studio |
Service Management Software (ServiceNow and JIRA) | ERP (Zuora) | CRM (Salesforce) | Workflow Development (Zuora and JIRA) |
Version Control (GitHub) | RPA (UIPath) | App Support/SRE