**Alvin Richard L. Calma**   
**Email:** [alvin.l.calma.ac@gmail.com](mailto:alvin.l.calma.ac@gmail.com) **Mobile:** 09498805361 **Address:** North Caloocan City

**SKILLS**

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| --- | --- | --- | --- |
| SQL Server | Javascript | GitHub | HTML/CSS |
| Visual Studio | People Management | JIRA Automation | JIRA Service Desks |
| ServiceNow Ticketing  Zuora | ReactJS | RPA (UIPath) | App Support |
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**EMPLOYMENT HISTORY**

**Associate Manager – Accenture Inc (May 2022 – Present)**

* Manages a team that handles incident and problem tickets through ServiceNow to ensure that every priority item is being handled
* Performs Application (Zuora SAAS) Development and Enhancements based on client feedbacks
* Performs regular discussions to individual members of the team regarding their quarterly and annual goal/targets, objectives, actual and target deliverables
* Ensures service delivered to our customers, meets contractual Key Performance Indicator (‘KPIs’) and financial expectations.

**Web Developer - Cauld & Clark Information Technology Solutions (Dec 2020 – May 2021)**

* Develop new user-facing features
* Build reusable code and libraries for future use
* Ensure the technical feasibility of UI/UX designs
* Optimize application for maximum speed and scalability
* Assure that all user input is validated before submitting to back-end
* Collaborate with other team members and stakeholders

**Service Management Lead (OIC) - Asticom Technology Inc. (Sept 2020 – Dec 2020)**

* Leads the Asticom’s IT Service Desk Team
* Leads process enhancements of ticketing system, tracking and managing assets,
* Trains service desk in - JIRA process flows, ticket handling, customer/client support
* Performs RCA for escalated incidents

**DevOps Specialist - Asticom Technology Inc. (June 2020 – Dec 2020)**

* Develops Solutions based on client/company’s requirements and pain points
* Creates and maintains JIRA Service Desk forms/portals
* Technologies and platforms used – JIRA Workflow, RPA (UIPath), ITSM/Service Desk

**Web Developer Freelancer - Upwork (August 2019 – Feb 2020)**

* Performs code changes and enhancements on the application based on the client requirements

**Application Support Team Lead - Accenture Inc. (December 2016 – March 2019)**

* Manages a team that handles incident and problem tickets through ServiceNow to ensure that every priority item is being handled
* Ensures service delivered to our customers, meets contractual Key Performance Indicator (‘KPIs’) and financial expectations.
* Designs and manages code changes based from client requirements
* Collaborates with internal customers to elicit their business concerns and translate them into system development requirements
* POC for both Project Clients and Service Managers while also reporting updates to Immediate Supervisor or Manager
* Reviews team defect fixes and enhancements making sure it corresponds to the functional and technical designs
* Finds ways to further improve the application (i.e. deploying automations, application performance enhancements, user interface improvements, ETC)
* Performs regular discussions to individual members of the team regarding their quarterly and annual goal/targets, objectives, actual and target deliverables
* Technologies and platforms used – Servicenow, JIRA, SQL, VB .Net, C#/C++ .Net, Team Foundation Server, WebServices, SOAP/Rest

**Senior Software Engineer - Accenture Inc. (December 2014 – November 2016)**

* Seeks continuous improvements for the application - performance, data integrity, client satisfaction
* Works on backlog incidents/defect fixes that requires deep knowledge of the application and technology
* Performs code changes to resolve production issues
* Guides the new joiners or junior software engineers with their daily tasks
* Leads an ad hoc team that are tasked to work on specifically for client incident tickets
* Technologies and platforms used – Servicenow, JIRA, SQL, VB .Net, C#/C++ .Net, Team Foundation Server, WebServices, SOAP/Rest

**Software Engineer - Accenture Inc. (July 2010 – November 2014)**

* Performs code changes depending on technical designs based from client requests
* Monitors the application, GUI and batch jobs making sure that they are available and running
* Pulls up data needed for analysis (i.e. number of incident tickets per week, no. of contract with issues, ETC)
* Participates in production deployment to monitor and validate changes.
* Technologies and platforms used – Servicenow, SQL, VB .Net, C#/C++ .Net, Team Foundation Server, WebServices, SOAP/Rest

**EDUCATION**

**Technological University of the Philippines, Manila, Metro Manila**

Bachelor of Science, Electronic Communications Engineering, Oct. 2009