**Alvin Richard L. Calma**

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**skills and technologies**

|  |  |  |  |
| --- | --- | --- | --- |
| SQL | Javascript | ReactJS | HTML/CSS |
| Visual Studio | People Management | JIRA | Zuora |
| API | GitHub | RPA (UIPath) | App Support |
| Service management | GraphQL | Client Communications | Salesforce |

**employment history**

**Associate Manager – Accenture Inc (May 2021 – 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 and requirements
* 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.
* Skills and technologies: Zuora, Salesforce, SQL, People Management, Service Management, Client Communications

**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
* Collaborate with other team members and stakeholders
* Skills and technologies: React JS, GraphQL, HTML/CSS

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

* Leads the Asticom’s IT Service Desk Team. Trains them in - JIRA process flows, ticket handling, customer/client support
* Performs RCA for escalated incidents
* Leads process enhancements of ticketing system, tracking, and managing assets
* Skills and technologies: People Management, JIRA, Service Management, Budgeting

**Solutions Architect - Asticom Technology Inc. (June 2020 – Dec 2020)**

* Develops Solutions based on client/company’s requirements and pain points
* Creates, Enhances, and maintains JIRA Platform for clients and user requirements
* Develops automations to reduce and eliminate manual efforts
* Skills and technologies: JIRA Workflow Development, 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)**

* All tasks and experience in the previous role
* 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.
* POC for both Project Clients and Service Managers while also reporting updates to Immediate Supervisor or Manager
* Performs regular discussions to individual members of the team regarding their quarterly and annual goal/targets, objectives, actual and target deliverables
* Skills: SQL, C+, C#, API, Web Services, VB .Net, People Management

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

* All tasks and experience in the previous role
* Works on backlog incidents/defect fixes that requires deep knowledge of the application and technology and performs code changes to resolve production issues
* Seeks continuous improvements for the application - performance, data integrity, client satisfaction
* 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
* Skills: SQL, C+, C#, API, Web Services, VB .Net

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

* Day-to-day tasks involve working on incidents raised by customers, clients, and service desks (on behalf of customers). These are mostly data fixes
* Monitors the daily runs of batch applications and performs workarounds when needed
* Skills: SQL, C++, C#

**education**

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

Bachelor of Science, Electronic Communications Engineering, Oct. 2009