

Donnabelle Embodo

Project Manager at Holmusk

Summary

IT Service Management professional with 6 years industry experience specializing in mobile & telecom support, network infrastructure, computer hardware/software troubleshooting, application support and event organising.

Experience

Project Manager at Holmusk

September 2015 - Present (2 months)

Senior IT Specialist at McKinsey & Company

January 2014 - October 2014 (10 months)

Key Responsibilities Leads IT Operations and provide 1st and 2nd level end-user support on hardware and software applications. Conduct end user training for IT products and services. Coach and develop colleagues. Provide specialized support in organising end to end IT logistics for client events locally and overseas. Manage tickets to ensure SLA is met.

IT Specialist at McKinsey & Company

January 2011 - December 2013 (3 years)

Key Responsibilities Provide end-user support on hardware and software applications, including Windows, Lotus Notes, Lotus Domino, Software Deployment, Blackberry, iOS and Android. Install, configure, maintain, and update IT hardware and software. Collaborate with Global Help Desk and backend IT teams to provide technical support. Administer and improve LAN/WAN infrastructure. Support seamless operation of video and audio conferencing and other infrastructure services. Assist on-site presentation and events, as well as special IT requests from client teams. Manage procurement, vendor relationship and IT administration (e.g., asset management, documentation, workflow tracking). Collaborate with central IT and office IT to deploy projects locally and regionally. Monitor IT processes & services effectiveness.

Contractor IT Specialist at McKinsey & Company

August 2010 - December 2010 (5 months)

Key Responsibilities Managed the back-end IT operations. Configure and test printers for deployment. Imaged laptops for new and existing users. Performed quality test on all IT equipment prior to issuance. Tagged and upload assets to the CRM tool. Maintain IT storeroom and server room.

Dell Technical Support Specialist at Stream Global Services - Dell Computers

March 2008 - July 2010 (2 years 5 months)

Key Responsibilities Handled technical issues for Dell's corporate desktop and laptop users via phone, email and chat. Helped users resolved various computer issues such as blue screens, virus infection, slow performance and hardware related malfunctions. Performed preventive and maintenance solutions like upgrades, data back up & recovery, anti-virus installation and software updates. Evaluated computer systems for parts replacement and processed onsite technician dispatch if required. Dell Certified System Expert (DCSE) and undergone training for Microsoft Windows Vista, Microsoft Windows 7 and computer system Tear down through Dell's Technical Training Program. Received the 'Customer Experience 100 Club' by Dell Global Support Services, awarded to employees with high customer satisfaction score.

AT&T Communications Network Support Technician at Sykes Asia Inc.

April 2007 - March 2008 (1 year)

Key Responsibilities Provided technical support for AT&T High Speed and Dial up subscribers in the US. Assisted end users on network connectivity issues, technical service inquiries and how-to's. Configured modem, router, switch and printer to setup basic home and office network. Coordinated with other departments within the organisation resulting to a timely issue resolution. Escalated problem tickets to appropriate software vendor and OEM.

Volunteer Experience

Volunteer at Singapore Red Cross

November 2013 - December 2013 (2 months)

Assisted in repacking relief goods for typhoon victims.

Volunteer at Metropolitan YMCA Singapore

Volunteered for Y Photo Club. A programme that aims to equip beneficiaries with photography skills through indoor theory and outdoor practical sessions. As an extension of the Y Arts Challenge programme, Y Photo Club hopes to provide beneficiaries with a new found wholesome hobby whilst helping them realise and showcase their undiscovered creativity, as they grow their self-confidence and enhance their social skills.

Projects

Office Renovation

November 2011 to May 2012

Members:Donnabelle Embodo

The project covers renovation of existing office space and expansion. I was involved in planning, design and implementation of Network and IT Infrastructure (e.g. server room, network cabling, workstation layout).

Supervised and coordinated with various 3rd party vendors to carry out works.

Asian Spider Event

October 2012 to October 2013

Members:Donnabelle Embodo

In charge of the overall IT Logistics which includes provisioning of AV equipment under standard cost.
Worked with the organising team in drafting the event flow and gathering of IT requirements. Managed the event on the ground.

Languages

English	(Full professional proficiency)
Tagalog	(Native or bilingual proficiency)

Certifications

ITIL Foundation Certificate in IT Service Management V3

CSME, Inc. License 100615051 December 2013

Dell Certified Systems Expert

Dell License DCSE Tech ID: 518756 March 2008

Skills & Expertise

XP

Operating Systems

Technical Support

Microsoft Exchange

Active Directory

Windows 7

Windows

BMC Remedy

Windows XP

IT Service Management

VPN

System Administration

Blackberry Enterprise Server

Network Administration

Troubleshooting

Windows Server

Software Installation

Laptops

Help Desk Support

Computer Hardware

Citrix

ITIL Certified

Education

Ateneo de Davao University

Bachelor's degree, Information Technology, 2003 - 2007

Activities and Societies: Microsoft Visual Studio Workshop by Lane Systems Inc., Multimedia X2 Experience, PSITE 3rd Mindanao Conference on IT Education

Interests

Emerging technologies, Social Media marketing, Tech Start up, IT Service Management, Psychology, Travel, Yoga, Running

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[Contact Donnabelle on LinkedIn](#)