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| **CHZARMEIN WENDY MAY TION POLLINGER**  **2496 Lewis Avenue,**  **Signal Hill CA 90755** | **Mobile: +1-562-481-9617**  **Email address:** wendy\_tion@yahoo.co**m**  **Web Profile:** <http://wendy-tion.wixsite.com/cwmp> **Skype**: chzarmeinwendy.tion |
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**PROFESSIONAL SUMMARY**

The opportunity presented in this listing is very appealing, and I believe that my strong technical experience will make me a very competitive candidate for the position. My over 11 years of experience, assertive and systematic attitude complimented with my motivation, flexibility and reliability ensures that I will be able to contribute to the achievement of your corporate goals.

Achievement or knowledge/skills acquired:

|  |  |
| --- | --- |
| Project Management | MS Project, System Development Life Cycle Methodology(SDLC), Capability Maturity Model Integration (CMMI), Agile/waterfall Methodologies |
| Development | Visual Basic 6.0, ASP, Visual Basic .Net,Cobol, HTML,Java,C++,Python |
| Database | MS SQL Server 2000, MS SQL Server 2005, MS SQL 2008, MS SQL 2012,Sybase 12.5, Sybase 15, Oracle,MS Access |
| Reporting Tools  Ticketing tools | Crystal Reports, MS Reporting Services, SSRS, Qlikview  HP QC, Remedy, E-JIRA, Web Help Desk |
| Hardware and Networking | WAN,LAN,WIFI,Router,Switches,Access point, General computer hardware, Computer repair, firewall |
| Others | SSIS, SSAS, SNOW (Software Asset Management), Mobile Iron (Mobile Data Management), Syteline, MS Office, MS Excel (Advance), MS Visio, MS Access. Microsoft Office 365 Enterprise |

**Technical Skills:**

**Technical Skills:**

|  |  |  |  |
| --- | --- | --- | --- |
| **SKILLS** | **PROFINCIENCY** | **Experience Age**  **(Indicate Unit if less than a year)** | **Year Last Used** |
| Python | Novice | Less 1 year | 2018 |
| Tableau | Novice | Less 1 year | 2018 |
| MS SQL 2012 | Expert | 5 years | 2018 |
| SQL scripting | Expert | 12 years | 2018 |
| SSAS 2008 | Proficient | 2 years | 2014 |
| SSIS 2008 | Expert | 4 years | 2014 |
| SSRS 2008 | Expert | 4 years | 2014 |
| Active Directory | Proficient | 4 years | 2014 |
| Linux | Novice | 1 year | 2013 |
| Oracle | Proficient | 1 year | 2013 |
| C# | Novice | 1 year | 2011 |
| VB 6.0 | Proficient | 3 years | 2010 |
| Microsoft Office | Expert | 12 years | 2014 |
| Java | Novice | 1 year | 2011 |
| C++ | Proficient | 3 years | 2012 |
| MS SQL Server 2000 | Expert | 4 years | 2010 |
| MS SQL Server 2005 | Expert | 11 years | 2017 |
| Sybase 12.5 | Expert | 2 years | 2011 |
| Sybase 15 | Expert | 2 years | 2011 |
| HTML | Novice | 8 months | 2010 |
| COBOL | Novice | 1 year | 2010 |
| Crystal Report | Proficient | 3 years | 2011 |

**Work Experience**

**Adsystech,Inc**

Founded in 1987 and since the inception of operations, it has grown from its foundation as a federal support services contractors to its current status as a multi-faceted consulting and information technology products company. The company is headquartered in Silver Spring, Maryland and has client-facing operations in numerous location throughout the country.

Working with a software for anti-poverty block grant which funds the operations of a state-administered network of local agencies. Also work on client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness.  The software also supports other services like utility payment, kid’s classes and other government emergency assistance.

**Client: Government Agency**

**Position: Lead Technical Support Analyst**

**Duration: 10/2018- Present**

**Roles and Responsibilities:**

* Act as the lead person for technical support group in any database issue and maintenance.
* Do complex analysis for reports, SQL scripting and stored procedure before developers develop enhancement and changes.
* Provide strategic guidance to clients on general technology and software infrastructures.
* Provide expert technical assistance to developers, training team and other groups.
  + Meet with clients to determine project requirements and goals; define the scope of the partnership, plan timelines, and set deadlines
  + Conduct research as needed to gain a thorough understanding of customers’ system specifications, work practices, and the nature of the business
* Analyze customers’ software needs; provide independent and objective advice for improvement
* Develop solutions and present proposals to company management for process improvement
* Implement agreed-upon solutions for new and improved IT systems
* Design, test, install and monitor database and its process.
* Prepare documentation and progress reports for managements.

**Client: Government Agency**

**Position: Technical Support Analyst**

**Duration: 09-2017- 9/2018**

**Roles and Responsibilities:**

* Do complex analysis for reports, SQL scripting and stored procedure before developers develop enhancement and changes.
* Provide strategic guidance to clients on general technology and software infrastructures.
* Provide expert technical assistance to clients, including training and feedback
  + Meet with clients to determine project requirements and goals; define the scope of the partnership, plan timelines, and set deadlines
* Communicate with staff at all levels of client organizations
  + Conduct research as needed to gain a thorough understanding of customers’ system specifications, work practices, and the nature of the business
* Analyze customers’ software needs; provide independent and objective advice for improvement
* Develop solutions and present proposals to clients orally and in writing
* Implement agreed-upon solutions for new and improved IT systems
* Assist clients through the change-management process
* Design, test, install and monitor IT systems
* Prepare documentation and progress reports for clients

**Artemis Printing & Graphic Design**

Artemis Printing & Graphic Design creates quality banners, Business Cards, Buttons, Car Magnets, Calendars, CD Covers, CD Inlays, Envelopes, Flyers, Greetings Cards, Letterhead, Magnets, Mugs, Notepads, Postcards, posters, Presentation Folders, Stickers, T-Shirts ,Window Decals and more.

**Position: Co-owner**

**Duration: 03/2017 – Present**

**Roles and Responsibilities:**

* Printing including the creation of artwork, set up and maintenance of machines and execution of detailed multicolor images and designs onto various types of apparel and merchandise.
* Utilized extensive technical and mechanical skills by operating complex machinery like one and four manual presses, Heat Press and sublimation Printer.
* Proficient in ensuring quality control, inventory control, and the distribution of goods by quantity, color, and size and mixing various ink colors and tints for specific print jobs.
* Adept at listening to client requests and creating corresponding artwork to meet customer specifications.

**Prime Wheel Corporation**

Prime Wheel is supplying wheels to companies all over the world. In addition to aftermarket wheels, we also manufacture original equipment wheels for Chrysler LLC, Ford, General Motors, and Mitsubishi. Prime Wheel is dedicated to maintaining its leadership in the industry. With our aggressiveness and commitment to good customer service, you can be sure to receive wheels that are absolutely prime!

**Project names: General Software validation and deployment**

**Position: IT consultant**

**Duration: 11/2015 – 02/2017**

**Team Size: 10**

**Roles and Responsibilities:**

* Provide IT service and business functional support from prior to final acceptance by service operations
* Ensure that the service desk have an appropriate handover and training
* Ensure delivery of appropriate support documentation
* Provide initial support in response to incidents and errors detected within a new or changed service
* Ensure service infrastructure and application are built to design specification
* Provide analysis for any data issue encounter in the company’s core system.

**Technology Used:**  SQL Server 2012,MS Office,MSExcel,MS Visio, MS Project,Syteline, SNOW, Web Helpdesk, Active Directory

**Asurion Hong Kong Lmtd -ROHQ**

Asurion is a tech company with more bells and whistles, gadgets and cutting-edge technology than you can imagine. But we’re all about people. And it’s why we focus our collective philanthropic efforts on helping people- in a program called Compassion Forward. Through it, we support our own team members and those in our communities by partnering with charitable organizations that help kids through the power of education.

**Project names: APAC Region Analysis**

**Position: Data Analyst II**

**Duration: 10/2013 – 05/2015**

**Team Size: 10**

**Roles and Responsibilities:**

* Cull data through advance computerized models.
* Key person in managing the data flow from SSIS package to running reports.
* Provide guidance and analysis to ETL developer and SSRS developer.
* Removes erroneous data
* Perform initial analysis to assess the quality of the data
* Perform analysis to provide additional data screening
* Extrapolate data patterns from computer model
* Prepare report based in analysis
* Keep track on the data architecture
* Provide recommendation to on the optimization and database statistics.

**Technology Used:**  SQL Server 2012,SQL Server 2008 (SSRS,SSIS,SSAS),Visual Studio 2010,MS Office,MSExcel,MS Visio, MS Project

**Entertainment Gateway Group**

Entertainment Gateway Group (EGG) is a mobile content provider operating in the Philippines. EGG offers a wide array of value-added services (VAS) covering mobile content, mobile downloads, mobile marketing, mobile applications, and, digital web solutions. It has presence in the Philippines, Japan, Hongkong, Malaysia, Singapore, Taiwan, Middle East and other countries.

**Project names: Extendables & Promo Stacking, Nutty Mallow, Cahill**

**Position: SR. SYSTEMS ANALYST/ Tech Lead**

**Duration: 10/2012 - 10/2013**

**Team Size:** More than 20

**Roles and Responsibilities:**

* Coordinates the activities of subordinates.
* Develops work plan and time schedules for computing projects including outlining phases, and identifying personnel and computing equipment requirements; monitors workload and progress; changes schedule and plan as needed.
* Confers with other computing personnel to solve complex procedural, operational and technical problems.
* Participates with management personnel in planning, directing and coordinating operational and/or procedural matters to meet the goals and objectives of the project.
* Evaluates hardware and software products, and programming languages to determine their applicability to the system and/or project.
* Completes various reports and summaries for management and/or users including status reports, problems, progress summaries, and system utilization reports.
* Modifies and/or writes program code and/or job control language as needed.

**Technology Used:** Unix, Oracle, SQL Server 2008

**Accenture Delivery Center (Philippines)**

Accenture is a global management consulting, technology services and outsourcing company, with approximately 236,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high -performance businesses and governments.

**Project name: Accenture Porting Services,ADMS R1,Avanade Portal Revamp**

**Position: SENIOR SOFTWARE ENGINEER**

**Duration: 07/2011 – 09/2012**

Team Size: 16

**Roles and Responsibilities:**

* Develop, Design, test, enhance and Support a Content Review System of a networking site.
* crucial analytics to business solutions and organizations
* Develop reports using SSRS
* Modify Reports based on client requirements
* Design and implement reporting applications including (but not limited to) BI dashboards, reporting cubes and static reports
* Design and implement required interfaces for the data warehouse including to BI tools and other applications used by the business
* Work with project lead and business users to gather requirements, conduct analysis and prioritize requests
* Contribute to and support the organization’s Business Intelligence strategy using (SSRS,SSIS,SSAS)
* Working with stored procedures, large data sets, & high performance querying & tuning

**Technology Used:**  SQL Server 2008 (SSRS, SSIS, SSAS), Visual Studio 2010, K2 BlackPearl,MS Office,MSExcel,Java,XML,AS400Adobe PhotoShop CS5

**Chartis Technology and Operations Management (CTOM)**

The Chartis Technology and Operations Management Corporation (“CTOM”) is a global and dedicated captive business that will provide world-class Business Process Outsourcing and Technology Services to Chartis Insurance companies around the globe. CTOM Philippines is recognized by Chartis Insurance as the IT solutions and Business Process provider of choice because we deliver quality services that help drive financial performance and competitive growth.

**Project Name: TRAVEL BACK OFFICE (THAILAND ), Cash Management and Billing (Production Support), S3 Tech Upgrade Country: Netherlands and Switzerland,**

**Position: ANALYST PROGRAMMER III**

**Duration: 05/2010 – 04//27/2011**

**Team Size: 8**

**Role and Responsibilities**

* Developed enhancements on the Cash Management System using Visual Basic 6.0
* Conducts code reviews to ensure that the code satisfies the design specifications and complies with company standards, translated business concepts to technical design.
* Coordinates directly with the client as well as on-shore business analyst, concerning execution and implementation/roll out of enhancements.
* Performed analysis, code modification and database design as required meeting the change requests from the end users.
* Delivered system documentation such as Systems Requirement Specifications and Systems Design Document that provide detailed information on key implementation details.
* Met with application end users to discuss change impact, delivery schedules, and obtain clarification for change requests.
* Generate estimates for project enhancement proposals and change request made by the client.
* Provided configuration guidance for the environment execution.
* Create and design reports for specific client requirements
* Participated actively in the analysis and detailed design of the solution's technical requirements.

**Technologies Used :** Windows NT, Sybase 12.5 ,Sybase 15,Visual Basic 6.0, Crystal Report,Java,COBOL,

**Channel Group of Companies**

**Channel Technologies Inc. (CTI)** was one of the pioneers in providing third party maintenance services for banking equipment. It expanded its client base by offering quality refurbished ATMs, telling equipment, and passbook printers helping the banks drastically lower their investments for information technology products.

**Channel Solutions, Inc. (CSI)** was the group's venture into software with the creation of the Millennium Hub ATM Switch. Already certified by the major network exchanges in the country, Bancnet and Megalink, the MHUB easily allows financial institutions to process ATM transactions

**Channel Card Convergence (CCC)** was established with a focus on providing card-based solutions for the retail and financial services. It is founded upon its Convergence Host that can be customized to do applications such as loyalty, cash cards, gift cards, and food cards. In addition, CCC also does managed services backed up by its full time data center.

**Project Name: SM /BDO VERIFONE Implementation and Support**

**Position: REGIONAL HEAD/LEAD SOFTWARE DEVELOPER**

**Duration: 08/06/2006 – 02/22/2010 (3 1/2 years)**

**Team Size:** 5

**Role and Responsibilities**

* Take the lead role in any activity within an assigned geographical Region
* Work with team to resolve database issue for back end users.
* Provide assistance to computer operators and datacenter operators with problem resolutions.
* Configured the network and Host Facilities.
* Provide maintenance to programming users along with programming maintenance.
* Take charge of any production defects.
* Provide assistance to computer operators and datacenter operators with problem resolutions.
* Configured Host and Security Facilities
* Provide maintenance to programming user along with programming maintenance.

**Technologies Used:** Windows Server 2000, Windows Server 2003, C++ , Host Security Module (HSM), Crystal Report, Verifone Terminals

**Technical Training:**

* *SNOW Specialist Training (Gardena,CA)*
* *Data Analysis and Enrollment Process (Nashville, TN)*
* *Communicating Assertively in a Cross-Cultural Environment (Global City, Taguig, Manila)*
* *Millennium Switch Hub Training (Makati, Manila)*
* *MHUB-POS Training (Makati, Manila)*
* *Softpay Programming and maintenance (VERIFONE) (Ortigas, Manila)*
* *ATM Configuration and Maintenance (NCR and Diebold) (Davao City)*
* *Application and Analysis Design School (MckinleyHills,Taguig City, Manila)* 
* *TSQL Fundamentals (MckinleyHills,Taguig City, Manila)* 
* *SQL Server Integrated Service (MckinleyHills,Taguig City, Manila)* 
* *SQL Server Reporting Servic (MckinleyHills,Taguig City, Manila)* 
* *Application and Analysis Design School (Mandaluyong City, Manila)*
* *Data warehousing Fundamentals (MckinleyHills,Taguig City, Manila)* 

**Certifications:**

* *TS: MICROSOFT SQL 2008 DATABASE DEVELOPMENT (MCTS)*
* *TS: MICROSOFT SQL 2008, IMPLEMENTATION AND MAINTENANCE (MCTS)*

**Education:**

* **University of California Irvine**

Data Science Certificate

October 2018 – May 2019

* **System Technology Institute (STI)**

Bachelors Degree in Information Technology

June 2004-April 2008

(SCHOLAR)

* **Informatics Computer System**

Basic HTML