



DAVE ALDRIN T. LUCES

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OBJECTIVES:

Looking for a position where I can integrate acquired skills in Financial - Information technology, systems operations monitoring and analysis with almost two years of relevant experience.

SKILLS

- In-depth knowledge of Information Technology that includes software/application development, web/desktop based applications, data management, securities and analytics powered by different developer tools such as SQL server management studio, Visual Studio and Azure cloud management.
- Hands on experience and certified SAP Business One by Fast Track IT Academy and Certified Payment Card Industry Data Security Standard (PCI/DSS) of Cybrary.
- Equipped with using C#, ASP.Net Web forms in developing, deploying, maintaining and managing web and/or desktop based applications.
- Knowledgeable in executing commands in Linux/Unix environment.
- Good in analyzing business transactions, giving business solutions and competitive strategies that would help the business in addressing their problems and minimizing their organizational weaknesses.

WORK EXPERIENCES



Systems Operations Analyst I – January 31, 2018 to Present

Fidelity Information Services (FIS) – 9F Ecolplaza Building, Chino Roces Ave., Ext, Makati City

- Performs remote monitoring and analysis of systems related events and operations.
- Analyzes and ensures that events, incidents and requests are handled according to agreed procedures and service levels, including supporting documentation.
- Deploy release of new technologies as well as design, install, configure, maintain and integrate system testing performance of PC/server operating systems, related utilities and hardware.
- Interacts with internal team, external customers, other service functions and providers to troubleshoot, communicate status, and resolve issues.
- Use knowledge, judgement and service standards to determine priority and coordinate escalation to support appropriate response and resolution.
- Performs analysis and investigation of logs, trends, alerts, notifications and other event or operational indicators.
- Gathers and prepares service and systems related data and information required for operational effectiveness and improvements.
- Strong knowledge in using different platforms and tools such as ServiceNow for ticketing management, ESQ applications, Elixir, IST GUI for remote operations and other tools necessary.
- Knowledgeable in executing server-based commands in Linux/Unix environment.
- Provides monthly, weekly reports in higher management that is helpful in analysis and understanding the efficiency of operation in the organization.



Business Operations Center Executive – January 3, 2017 to November 30, 2017

Bayview Technologies Inc. – 43rd flr, Yuchengco Tower 1, RCBC Plaza, Ayala Ave. Makati City

- Acted as front line for all related issues.
- Collated, categorized, and investigated potential and existing issues reported from different departments.
- Provided an effective, professional response and solutions to reported issues through status reports detailing status and timelines of incident.
- Ensured that all requests and work undertaken is logged and maintained effectively throughout the lifecycle of the incident.
- Simulated the occurrence of the issues and documented results of all escalations.
- Provided 24/7 support coverage for all issues escalation.
- Prepared solution mappings for Networks team implementation.



Computer System Validation Analyst – October 1 to December 31, 2016

Grameen Australia Philippines Inc. – 3rd flr, BSC Bldg., 9 Colombia st, Cubao Quezon City

- Provided system analysis to the over-all system structure of the company.
- Validated the accuracy of data and information stored in the system.
- Provided solution by encoding the right data or information in the system.
- Implemented computer system requirements by defining and analyzing system problems; designing and testing standards and solutions.

**EDUCATIONAL
BACKGROUND**

Bachelor of Science in Business Administration - Major in Computer Applications – 2013 to 2017

2nd Honors, Dean's Lister for 1st term, 3rd year.

De La Salle – College of Saint Benilde – Taft Avenue, Vito Cruz, Malate, Manila

CERTIFICATION

ASP.net and ADO.net (UC-B4CGAPZC license) from Scratch Online Course – October 6, 2016

SAP Business One from Fast Track IT Academy – December 2, 2015

Payment Card Industry Data Security Standard (PCI/DSS) License No: SC-01311a2cf4-96a019 – July, 2018

CORE KNOWLEDGE

- Knowledgeable in using Microsoft Offices such as MS Word, MS PowerPoint, MS Excel, etc..
- Microsoft Virtual Academy Enthusiast.
- I have an experience in joining Hackathons/Competitions like Internet of Things Bootcamp and Hackathon that was held last February-March 2016 at Pallet Express, Makati City.

Character References:

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I hereby certify that the above information is true and correct to the best of my knowledge.

DAVE ALDRIN T. LUCES

Applicant's Name and Signature