



RAYMOND FRANCIS C. VELOSO

IT Coordinator / Business Analyst

CONTACT INFO

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SKILLS

IT SERVICE MANAGEMENT

CHANGE MANAGEMENT

PROBLEM MANAGEMENT

INCIDENT MANAGEMENT

DISASTER RECOVERY

MICROSOFT OFFICE

REFERENCES

Hassan Tam
Regional Manager, Continuity Services ASIA

- (+65) 9017 1765
- tam.h@dxc.com

Eliza Marie Laput
IT Consultant / DR Coordinator

- (+63) 917 5240321
- elizalaput@hotmail.com



PROFILE

A quality-focused IT Professional with 17 years of experience as software/hardware support specialist. Familiar with ITIL concepts and fundamentals for managing IT Operations, Infrastructure and Development.

An effective communicator, able to explain complex processes in easy-to-understand terms for end users. Can proactively identify and aid in resolving critical systems/network issues. Able to relocate and travel extensively.



EXPERIENCE

IT CONSULTANT / DR COORDINATOR 2017-2021
DXC Technology / Quezon City, Philippines

- Responsible for the delivery of assigned tasks within the delivery cycle of a project. Tasks include review and preparation of Disaster Recovery Plans for customer, execution of the plan as per the contractual obligations and assisting in the preparation of technical presentations and demonstrations.

ACCOUNT IT / IT COORDINATOR 2009-2017
IBM Solutions Delivery / Quezon City, Philippines

- Delivers IT Service Management aligned to ITIL standards for accounts handled (Incident, Problem, and Change Management).
- Served as point of contact for operations, support groups, and management regarding all IT issues and concerns.
- Implemented and initiated process improvement measures for the center and the accounts.
- Lead and harmonized the annual Business Continuity Process Exercises for the Project.

IT SERVICE DESK / INCIDENT RESPONSE TEAM 2004-2009
STREAM Global Solutions / Quezon City, Philippines

- Served as the central point of contact for all IT-related concerns within the organization. Responsible for driving outages and major incidents to resolution.
- Coordinated the timely restoration of services through the reinforcement of proper escalation and resolution procedures.



EDUCATION

Bachelor of Science in Information Technology 1999-2003
University of Santo Tomas / Manila, Philippines

ITIL Foundation Training/Certification May 19, 2011
IBM Solutions Delivery / Manila, Philippines

AZ-900 (Azure Fundamentals)/Certification Dec 21, 2020
DXC Technology / Manila, Philippines

CBCI Examination/Certification May 19, 2021
DXC Technology / Manila, Philippines