



Philip Emmanuel Samson

Contact

Address

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Email / Zoom / Skype

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Skills

Project Management
People Management
IT Finance Management
Stakeholder Management
People Management
Cloud Technology
Microsoft Office 365
MS PowerBI
MS Planner
IT Service Desk

Language

English ★★★★★
Japanese ★★

Employment History

Sept 2013 – Present **IT Program and Project Service Management**
Accenture Inc

Global Technology Transition Lead

- Lead client onboarding technology program to facilitate successful and timely delivery of all project phases end-to-end.
- Influence and negotiate with senior leaders (across functions); works closely with external clients.
- Ensure that program has detailed IT work plans, schedules, project estimates, resource plans and status reports.
- Manage stakeholders and take administrative responsibility for overall program, adhering to Accenture’s best practice and regulatory requirements.
- Build and maintain strong relationships with partners across Technology, Operations and Technology for Operations.
- Provide evaluative judgment based on analysis of complicated, unique, and dynamic situations; draw on diverse range of internal and external sources.
- Demonstrate an in-depth understanding of how IT project leadership integrates within the overall technology function to achieve objectives; requires a good understanding of the industry.
- Develop and demonstrate knowledge of the underlying technology stack and supported/related business area.
- Further Client-related activities include working with Accenture Solutioning, Sales, Technology for Operations, and other Technology units to complete Request for Proposals (RFPs) and Due Diligence for both new client deals and existing, including completion of technology estimates.

Global Infra Service Management

- Accountable for delivery performance of our Technology Delivery Services (e.g., quality, client satisfaction, financial) for selected accounts and projects.
- Responsible for Service Transition process to support the new service delivery from build to run of required infrastructure and application solutions and responsible for the entire service lifecycle while ensuring the required ITIL best practices & operational governance are applied.
- Provide supervision and guidance to both onshore and offshore teams to achieve the delivery targets.
- Proactively explore and implement new practices and enablement to improve delivery efficiency and quality.
- Act as Point-of-Contact to clients on delivery matters and facilitate client relationship building.
- Proactively analyze, identify, prioritize, and mitigate delivery risks for overall portfolio and specific delivery project.
- Demonstrate experience and expertise in driving and managing large scale delivery project (for both Solution Delivery and Application Management projects)
- Solid experience working with offshore delivery teams, and knowledgeable about related methodology, tools, collaboration enablement, people management.
- Support Major Incident Manager to lead the restoration of service for high priority IT incident and Crisis. Record and classify the criticality and undertake an immediate action to minimize business impact and restore the IT services as quickly as possible with cross functional team.
- Support Problem Manager for analyzing the finding and chronology post the incident to understand the root cause and follow up actions in terms of workaround and permanent fix as well as drive continuous Service Improvement

Operations Account Technology Lead

- Single point of contact for the BPS account lead for all technology work and offerings
- Oversight for all technology delivery at a client account related to business process services
- Single point of contact for escalation and resolution of Technology delivery issues
- Bring Technology of Operations experts to the account to showcase Technology Teams capabilities and/or ensure the right solutions for the client (delivery center, offering, industry or solution architects)
- Develop the connections for integrated account delivery management at the client (Client Account Lead, Business Account Lead, etc.) identifying the synergies and ensuring clear accountabilities and no duplication of responsibilities
- Work collaboratively with the Business Account leadership to identify and help efficiently originate new sales opportunities with our client senior executives across the C-suite - focusing not only on improving the way we run IT; but also, on how IT can help enable their business.
- Responsible for efficiently driving Technology of Operations sales offerings to expand the Technology footprint at the account (up-sell/cross-sell)

August 2012 – August 2013

Senior Solutions Engineering Lead
Accenture Inc

- Assist sales team through preparation and delivery of technical presentations and statements of work by matching specific client business requirements with effective technical solutions.
- Educate prospects on product implementation and usage and answers their technical and security questions.
- Create relationships with key decision makers and serve as external technical spokesperson.
- Develop and maintain a broad knowledge of the live assistance/customer experience industry to stay aware of trends, issues and competition.
- Responsible for daily supervision of a team (e.g. delivery, process).
- Manages the workload of the team, make work assignments, and have responsibility for developing team members.
- Operates as a subject matter expert and serves as the escalation point for issue resolution and customer escalations.
- Manages effective internal/external client relationships within a defined area of responsibility.

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Interests

Emerging Technology

Stock Market

Photography

Photo and Video Editing

Basketball

Awards

FY20 Q2 A-List Awardee (Likha Award)

FY19 Q1 A-List Awardee (Agila Award)

FY18 Q3 A-List Awardee

FY17 Infrastructure Services Bravo Zulu Awardee

FY16 Q1 A-List Awardee

FY15 Q3 A-List Awardee

Best Operational Excellence Focal 3rd Quarter FY13

Best of the Best Awardee of Convergys One 2012

Highest Score Team Leader Development I - Wave 42

Employment History

July 2007 -
Aug 2012

Senior Team Lead Virtual Presales Engineer

Cisco Systems - Convergys

- Responsible for monitoring Escalation Team individual's performance with their metrics such as Quality calls, Customer Satisfaction Surveys, Attendance, and all other metrics that is part of the client's Service level agreement
- Strategize and support a group of individuals to perform and exceed expectation to the service level set by the clients
- Creates a pool of experienced individuals available for future promotions responsible for supporting a successful Service Center/Operations environment
- Creates Reports Weekly Metrics to Cisco Clients account's performance for analysis

April 2007 -
July 2007

CISCO Virtual Presales Engineer

Cisco Systems - Convergys

- Virtual Pre-sales Systems Engineer focuses on providing high-level technical support and technology direction guidance to AM, customers, and partners.
- Develop and present Cisco product, technology, and solutions information to a range of internal and external audiences, applying relevant Cisco solutions and resources to meet these needs.
- Share technical expertise within the account team and may provide informal training to customers and partners to develop further Cisco skills. Leads RFPs/RFIs and provide technical consulting skills to customers and partners.

Jan 2006 -
April 2007

Level II Network Support Engineer

AT&T - Convergys

- Perform the following tasks: implement, maintain, and optimize network (LAN/WAN/Wireless) infrastructure of multiple enterprise clients.
- Responsible for providing technical support to majority of enterprise clients on their network outages.
- Respond to customer queries and technical problems via email and phone following the agreed SLA
- Raise RMA and TAC cases for Cisco for clients with CSSP or SMARTNET account. Collaborate with Cisco TAC engineer for fast resolution of the problem.

June 2005 -
Dec 2005

Technical QA/QC Engineer

Ford Motors

- Develop action plans to investigate and prioritize quality concerns
- Implement corrective actions on internal processes and supplier processes
- Lead and conduct process audits to ensure process discipline
- Conduct job ergonomic evaluations and deliver corrective actions
- Analyze root causes, map processes and propose corrective actions
- Build process and instruction sheets to support quality methods and processes
- Resolve assembly related concerns
- Drive variability reduction, lean manufacturing initiatives and best practices

Educational Background

June 2017 -
2021

University of the Philippines

Master's in Technology Management

June 1999 -
May 2004

Polytechnic University of the Philippines

Bachelor of Science in Mechanical Engineering

Valid Technology and Professional Certifications

Project Management Professional (PMP)

PMI/PMP Credential # 3029439

ITIL Foundation 4

Certificate Number GR671374297PS

ITIL Foundation v3

Certificate Number GR750076269PS

Microsoft Certified: Azure Solutions Architect Expert

Microsoft Certification ID: H863-0189

AZ-303 Microsoft Azure Architect Technologies

AZ-304 Microsoft Azure Architect Design

Microsoft Azure Fundamentals

Microsoft Certification ID: 990495358

Lean Six Sigma Yellow Belt

LSSYB-1612439280-2001-538

Registered Mechanical Engineer

PRC No. 64125