# Leonisa Q. Alfuen


09399148960

plukleonisaalfuen@gmail.com

25 H. Yanza St. Capistrano
Subd. Bgry. Mateuna
Tayabas, Quezon 4327


## Certificate/Training

-Certified Associate - Design Thinking

-SAP S4 HANA 1909 Training

-Introduction to Programming with ABAP

## Skills

Adaptability
Teamwork
Responsibility
Dependability

## Language

Tagalog
English
Japanese

## Hobbies

Travel
Cooking
Watching movies

## Biography/Profile Presentation

I joined Hewlett and Packard Enterprise (today known as DXC Technology) on October 2016 under agency as Japanese speaker SAP specialist. My role consists of monitoring and handling issues for Japan market. I became regular employee in DXC Technology (formerly HPE) in January 2019 as Technology Consultant III for OIC team. I handle routine change requests from different categories (PDCMF, S2C, Planning and Purchasing) raised by Key Users. End-to-end owner of routine request of our customer from maintenance, testing and coordination, deployment, and business notification of its completion, queue monitoring and assigning the tickets to appropriate support groups; ticket creation and escalation to L2 specialists and/or to 3rd party vendors. Ensuring the equitable distribution of tasks within our team and ensures all raised tickets are immediately acted on and regularly updated based on our incident, change, and knowledge management. Responsible in monitoring system performance and creating proactive tickets and auto ticket handling.

## Education

**Associate in Computer Technology**
STI College Lucena, Philippines

**Study Japanese Language**
Nihongo Shizuoka Kyouiku Center, Japan

## Professional Work Experience

### DXC Technology

***Japanese Language SAP support*** *(2016 – Present)*

- Monitoring and handling issues for Japan market as Japanese speaker support.
- Making and receiving calls from Japanese client.

***SPOC/Operations Leader (****2021-Present)*

- Provides job aids and training team members, setting strategy and monitoring progress towards goals.
- Responding to the escalation of resources.

***Operations Intelligence Center and Shared Services L1 support (****2019 – Present)*

- Monitoring system performance and creating proactive tickets; and auto ticket handling.
- Maintaining/performing routine change request.

***SAP BW Helpdesk (****2017 – 2018)*

- Responsible in performing routine system and job and chain monitoring for the SAP BW system.
- Provides solution for basic monitoring incidents and send the predefined standard communication emails.

***Planning L1 support: TERRA*** *(2017-2018)*

- Performing job monitoring for TERRA non-prod and prod.
- Sending business communication emails.