

## CONTACT

 slzmanalo@gmail.com

 +63.920.959.3696

 [www.linkedin.com/in/sharonagrada](http://www.linkedin.com/in/sharonagrada)

Muntinlupa City, Philippines



## EDUCATION



### ADAMSON UNIVERSITY

BS in Electronics and  
Communications  
Engineering  
2005

## SKILLS

- Communication Skills
- Computer Skills
- Schedule and Time Management Skills
- People, Leadership and Management Skills
- Creative, Problem-Solving and Critical Thinking Skills

## CERTIFICATIONS

- ITIL V3 Certified
- ITIL 2011: SOA (Service Offerings and Agreement) Certified
- Project Mgmt Fundamental
- Project Mgmt in Practice

# SHARONA LOVELLA M. GRANADA

## SUPERVISOR – SERVICE DESK

Accomplished Supervisor with successful track record of building and promoting talented team members. Proven ability to meet company expectations to propel accomplishments while providing associates with necessary tools to succeed. Detail-oriented and determined to maintain positive customer experience. Strong-minded and passionate professional willing to take on new challenges while adapting to business changes.

## WORK HISTORY

### VERIZON | SUPERVISOR – SERVICE DESK

*May 2020 - Present*

Leading a team of professionals within an ITIL compliant 24x7 Global Network Operations Centre (NOC) with responsibility to drive through incident, problem, event, and change management efforts for a large enterprise customer. Key point of contact for both local and international executive leadership of the job function. Full responsibility for Customer Relations & Growth, Local Account Strategy/Service Delivery, & driving of all Human Resources related policies & processes.

### VERIZON | LEAD ENGINEER (MAJOR INCIDENT MANAGER)

*Jun 2012 – May 2020*

Highly skilled in supervising customers and stake holders globally (U.S., EMEA, LATAM, APAC). Daily operations include addressing from single network trouble to higher level issue, working with repair team and other Local Exchange Carriers and managed trouble ticket requests, performing problem analysis and executing management escalations while allowing operations to function business as usual to resolve the majority of issues.

### VERIZON | SUBJECT MATTER EXPERT

*Jun 2010 – May 2012*

- Designed and implemented successful plans for improving business performance that increased operational efficiency significantly that includes managed staff performance and developed improvement plans.
- Promoted continuous business improvement based on knowledge gained, client's feedback, previous experiences and ideas.
- Helped senior management plan and carry out daily operations and meet key performance indicators and objectives.
- Handled complex problems and issues by understanding root causes and implementing solutions.

### WESTGATE CONTACT SOLUTIONS | CAMPAIGN MANAGER

*Feb 2019 – May 2010*

- Established specific policies and outlined stances in written statements.
- Worked with vendors to maintain strong relationships and build connects.
- Formulated strategic plans for most advantageous outcome based on research findings.
- Developed fun and healthy working environment to achieve a work-life balance goal.