Angelica Vallite Calderon
West Avenue, Quezon City, Philippines
Mobile: +639399214233
avcalderon@gmail.com

EXECUTIVE SUMMARY

• With overall 12 years in experience as People Manager: for Solution QA team in Trend Micro; Customer Care, • Quality and Reporting in Sophos Computer Security; Encryption and Gateway Team in Sophos Computer • Security; Network Security Group – APAC Technical Support in Sophos Computer Security & Sr Lead in Upwork Account Security

• 10 years of experience in managing projects and handling malware support cases
• 10 years of experience in report writing for department KPI's and Management Review
• 6 years in managing department Incidents in line with ISO 20000
• Highly interested in technology, specifically anti-malware incidents and cases
• Possesses a Bachelor in Cooperative Management from Polytechnic University of the Philippines •
A graduate of Management Training Program in Trend Micro
• Graduate of Accidental Project Management Class in Ateneo Graduate School
• Graduate of Project Management Class in Phoenix One
• Excellent team player but can also work under minimum supervision
• Detail- and results-oriented
• Keen to be trained and to learn as necessary
• Fast learner
• ITIL ver 3 Passer

SKILLS & TECHNOLOGIES

• Fluent English speaker
• Strong technical skills in English
• A working knowledge of conducting interviews, surveys, focus group discussions
• Data gathering, reduction, analysis and report writing
• Reports preparation and presentation
• Strong technical knowledge and understanding of IT Security concepts, including antivirus, networking and • encryption technologies
• Excellent verbal and written communication skills, inspiring confidence while leading customers through the • steps to resolve issues via phone and email
• Thorough knowledge and understanding of the following concepts: Security, Cloud, Data protection, • Encryption, Malware, Spyware, Cyber Security, Firewalls, Antivirus and Disaster Recovery. •
Internet-savvy; familiar with the Web and surrounding technologies
• With knowledge in HTML and Trend Micro homegrown technologies

PROFESSIONAL EXPERIENCE

Security Delivery Manager - Accenture Inc (Aug 2020 - Present)

- Ensure the delivery of information security services to the customer follows the contract and any applicable standards and regulatory requirements
- Collaborate with the client in the definition and implementation of information security policies, strategies, procedures and configurations in order to ensure confidentiality, integrity and availability of client's environment and data
- Create, manage, and update engagement documentation including runbooks, IR plans, etc.
- Participate with the customer in the strategic design process to translate security and business requirements into technologies, processes and systems
- Evaluate new / emerging security products and technologies and make recommendations to

customer leadership regarding the security impact and value to the organization
- Manage and drive remediation efforts related to information security; remediation may be from incidents, penetration tests, vulnerability scans, internal/external audits and other assessments
- Identify information security weaknesses or potential gaps in the customer's current environment and work with the customer to bring information security operations up to standards
- Participate and represent IT Security in Delivery / Operational meetings; conduct an information security operational review meeting with account (
- Review service management reports to ensure tickets (i.e., incidents, problems, requests, changes) related to information security, are being acknowledged, worked and Service Level Agreements are met; provide direction on ticket remediation and ensure remediation is complete
- Conduct an ongoing security awareness program for personnel supporting the customer ensuring individuals understand and are compliant with the relevant information security obligations in support of the customer including security topics that provide guidance on customer security policies and supporting documentation and procedures
- Cultivate trusted partner relationships with account and customer; keep consistent and open dialogue to uncover issues, challenges, risks
- Maintain an information security strategy (forward looking roadmap), for the client, aligning services / portfolio components to the strategy
- Interact with a broad cross-section of personnel to explain and enforce security measures
- Monitor the threat landscape and make timely adjustments and / or recommendations to reduce risk

Account Security Technical Specialist / Sr Lead – | Account Security Team, Upwork Incorporated
Upwork Global Inc (November 2016 – April 2021)
- Reviewing accounts reported as compromised
- Verifying identities and account ownership
- Assisting account owners with recovery of hijacked accounts
- Detecting and neutralizing accounts created by scammers
- Detecting and neutralizing phishing sites hosted by 3rd parties
- Communicating with users potentially affected by phishing, malware, and identity theft incidents • Assisting users and other teams with issues involving vandalism and extortion
- Communicating with other teams within our department in a professional and courteous manner • Creating an Incident Report on all attacks and escalated cases related to Malware/Phishing, Account • Takeover

Team Lead – Network Security Group (North America and APAC Region)
Sophos Computer Security (October 2015 – September 2017)

- Manage and review the Technical Support work process on delivering overall quality and service level targets
- Support a high performing team of Service and Support representatives/specialists by managing coaching and
- balancing teams and individual goals
- Responsible for performance management including staffing decisions, goal setting, development planning, • performance evaluations, performance improvement; working with managers and HR to address development • needs and performance issues
- Manage service delivery experience to our customers through a collection of support channels • Customer Analytics, Reporting & Insights - Gathering and collating customer insights from the support • experience to provide actionable recommendations for improvement
- Continuously collect and report data that enables fast, educated actions to eliminate customer pain • Effectively communicate and lead change management initiatives cross functionally and inter-team • Engaging cross functionally with managers and individual contributors in other business units to drive projects • Solve for customers and deliver an experience so profound that customers love using our products and • services and actively recommend them to others
- Provide feedback and make recommendations to improve department process and operations • Solicit feedback from team members and customers and communicate to management • Ensure Sophos support standards/guidelines are adhered to, and provide input into their improvement • Ensure effective management and participation in the overall follow the sun global resourcing model • Working within a matrix structure, so the post holder will have to work with peers and senior members of the • technical support team alongside other departments within Sophos
- Having a strong customer service focus with the commitment to excellence and desire to delight customers •

and being a customer ambassador who is passionate about creating a positive customer experience • Solving technical problems and delivering an experience so profound that customers love using our products • and services and actively recommend them to others
• Learning and utilizing specific software tools and problem solving strategies to solve for customer issues and • continuously improve our processes
• Handle customer complaints and escalations (via phone, email, remote desktop) by talking to customers • directly.

Team Lead | Customer Care, Quality and Reporting
Sophos Computer Security (2014 – 2015)
• Implement and maintain a customer advocacy program working with Shared Services Director and key • business stakeholders to regularly review business requirements, training, reporting and performance of the • Customer Care and Technical Support groups in Manila
• Directly manage the customer care team in Manila to deliver support system 24 X 5
• Creating incident report for any major and minor incidents that occur, conduct RCA for solution development • and coordinate with Problem Management and Change Management for solution delivery. • Instil a customer service orientation within the group to ensure customer satisfaction is measurable and • maintained at a high level
• Support the implementation of global projects by providing local implementation resources and coordination • as required
• Manage the selection of new candidates to ensure the team is staffed appropriately
• Conduct team meetings to ensure that strategy/goals/decisions are clearly understood and communicated • Team management including regular quality reviews, staff development and performance appraisals • Mentor staff towards a best practice delivery environment
• Develop a Customer Care Service Delivery Manual that will be used for the foundation training of the new • Customer Care Team Members
• Assist in putting together a Case Management Best Practice Document to be used for the foundation training • and continuous mentoring of Technical Support Team Members.
• Take ownership and responsibility for ensuring delivery of high quality, customer focused customer service • team to levels agreed with the business. Develop mechanisms for monitoring service against these levels, • ensure appropriate focus and prioritisation is given to any action required.
• Support the business users implementing new or amended functionality or business process. • Provide customer service to Sophos customers during the working week via one of the different shifts held for
• global support hours of operation.
• Demonstrate a thorough knowledge of all aspects of department and organization operation as well as • Sophos products, services and resources.
• Accept assignments with open, cooperative, positive and team oriented attitudes
• Represent the company in a professional manner

Software Business & Quality Assurance Analyst
JobsPlus Services Philippines (2013 – P2014)

Responsibilities:
• Define, analyze and document business requirements through elicitation of information from customers • Monitoring of requirements documents after analyze phase
• Use the requirements to drive the design or review test cases, process change request and manage project • scope and system installation
• Asses and validate technical solution to determine if the if business requirements have been fulfilled • Provide post implementation and production support
• Perform quality control activities as required by the software development cycle
• Creating small scale test cases.
• Execute test plans to ensure the quality of the system developed as well as investigating system bugs and • defects

Incident Coordinator; Team Leader
Trend Micro, Incorporated (January 2010- 2013)
Responsibilities:
• **Real-time monitoring and management:** Monitors and manages daily support operations, including •

engineers' efficiency
- **Workforce management:** Ensures workforce is sufficient to respond to customer service calls and • requests; ensures service level agreements and commitments are fulfilled and met
- **Escalation management:** Identifies experts to help resolve escalations that arise
- **Process development, implementation and management:** Creates or modifies processes as needed • **Coaching**: Provides assistance to engineers as part of their personal (behavioral) and career development; • motivates them to provide the highest quality of service
- **Report generation and analysis**: Prepares and analyzes team performance reports from which operational • plans are drawn and derived
- **Operational plans execution:** Works closely with the operations manager in planning and executing plans • according business objectives, direction and strategy
- **Overall incident ownership:** Monitors and investigates incidents, ensures timeliness and sufficiency of • tracker entries, validates corrective actions, takes lead identifying and implementing containment actions to • avoid recurrence

Projects Manager/Business Analyst
Trend Micro, Incorporated (January 2010- 2013)
Overall Management of the following Projects/Business Processes:
- Handling Antimalware system management
- xRS System Integration
- Dashboard Monitoring System
- Deep Discovery End to End Process
- Case Dispatching and Solution Process v. 1.2 – for ISO 20000 Certification
- Report Management v. 1.2 – for ISO 20000 Certification
- Incident Management Procedure - ISO 20000 Certification
- Study on the Employee Enrichment Initiative: "This last year, have I had opportunity at work to learn • and grow?"
- Dispatching Dashboard Phase 1
- Member, Technical Working Group – AMSS (Anti-Malware Service System)
- System Checklist – Automated Monitoring of System Issues
- Engineer's Queuing System
- **Senior Filter Engineer**

Trend Micro, Incorporated (April 2006 – December 2009)
Responsibilities:
- As part of the Filter Team, dispatched virus cases to engineers
- Prepared team status and pending issues reports
- Sent solutions to and updated clients on their cases

Professional Achievements:
- Sophos Excellence Awardee – fy 2015 - 2016
- Passer – ITIL V3 Certification #10014-709029
- 2012 Most Valuable Trender
- Q4 Employee of the Quarter – 2011
- Best Presentation Awardee – Project Management POOL Summit 2009 - September 15, • Employee of the Month (December 2009) – TrendMicro Incorporated
- Employee of the Month (October 2009) – TrendMicro Incorporated
- Employee of the Month (MAY 2009) – TrendMicro Incorporated
- Passer– Government Civil Service Commission Certification (Professional Civil Service Exam)

EDUCATIONAL HISTORY

Post Graduate
Post Baccalaureate in Information Technology – (2018)
Polytechnic University of the Philippines
Tertiary Education:

Bachelor in Cooperative Management, Cum laude (2005)

Polytechnic University of the Philippines
Secondary Education:
3rd Honorable Mention (2001)
Ernesto Rondon High School

TRAININGS, SEMINARS, CERTIFICATIONS
- ITIL V3 Certification #10014-709029
- Aspect M3 Design Training – Singapore (April 2015)
- Accidental Project Manager – Ateneo De Manila University Graduate School •
Customer Advocacy: The Art & Science of Customer Experience
- Leadership Camp 2012
- Strategic System Thinking : Creating Competitive Advantage (July 2012) •
Management Training Program (June 2011 – April 2012)
- Modules: What is a Manager, Teambuilding, Project Management, Effective Interview, •
Coaching for Performance, Fundamentals of Positive Discipline, TLC Session, Philosophy and •
Principles of Management Innovation, Compensation Basic, Operational Excellence, Finance •
Basic
- Personal Awareness and Leadership Training (November 2011)
- Workforce Management Training (June 2011)
- 7 Habits of Highly Effective People (May 2010)
- Project Management Pool 2009 (June-December 2009)
- Modules: Personal Effectiveness Workshop, Project Management Workshop, Negotiation & •
Presentation Skills, Problem Solving & Decision Making Skills, Creativity/Continuous •
Improvement Workshop, Total Quality Management
- Anti-Malware Engineer Class – Level 1 (November 2008)
- How (and Why You Need) to Engage a Non-Technical Audience (2 units; February 2008) •
Empowered Communication Part 1 (2 units; February 2008)
- Empowered Communication Part 2 (2 units; February 2008)
- Empowered Communication: Speaking up with confidence (May 2008)