

Beverly Ann Tolentino

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Seasoned Manager with excellent stakeholder and client management, experienced in start-ups and building highly effective teams, great communication skills with international experience and passionate in people management.

PROFESSIONAL EXPERIENCE

Manager – Professional Services, Sales

Sophos, September 2021 – Present

- Primary interface with internal and external clients under the Professional Services organization.
- Lead and manage the team, conduct performance reviews.
- Collaborate with product and support teams to transfer standardized offerings to general support.

Global Manager – Service Support Center and Operations Center

NNIT Philippines Inc, October 2016 – August 2021

- Lead and develop the department and management team.
- Department strategy development including communication and follow-up on Business Plan, Competency Plan, Organizational Review and Balanced Scorecard.
- Continuously drive business development including development of new services, quality improvements optimization and delivery models.
- Department Financials, including Anchor Budget, rolling estimates and latest estimates.

Resource Manager – Victoria, Australia and Manila, Philippines

SMS Management and Technology, October 2015 – October 2016

- To maintain and ensure regional wide resourcing function to maximize SMS Operational efficiencies.
- Liaise with the SMS stakeholders to ensure optimum resource allocation.
- Bench Management – facilitate bench meetings, coordinate bench tasks, to assign the Bench Leader onsite and Consultant Care.
- Head of Resource Managers in the Manila Site

Manager – APAC and EMEA

Trend Micro Inc. July 2012 – October 2015

Sr. Systems Engineer - APAC and North America

Trend Micro Inc. February 2010 – July 2012

Software Quality Assurance - Printers

Canon Information Technologies July 2007 – July 2008

SKILLS / CERTIFICATION

Mentoring, Developing Leaders
Team Leadership
International/ Global Leadership
Building up Teams, Start up
Transitions
Process Improvement
Escalation Management
Technical Support
Resource Management
Workforce Management
Training and Development structure
Quality Assurance
Targeted Selection (DDI)
HDI Support Center Manager
Knowledge Management and KCS Certified
ITIL Foundation v3

HIGHLIGHTS

- Global Operations Manager for Life Science clients
- Developed Line Managers and Service Managers
- Built the Service Support Center in NNIT Philippines
- Transitioned 24x7 Support to Manila from Denmark
- Transitioned Service Desk from AU to NNIT Manila
- Established Event Management - NNIT Manila
- Established the Quality Team - NNIT Manila
- Secondment in Melbourne for six months for transition project while handling 300+ consultants and leading Resource Managers in Manila site.
- Transitioned EMEA support from Ireland to PH
- Escalation Manager for ANZ region.
- Customer Visit and Partner Engagements in Australia.
- Lead the Communication and Readiness of the “24x7 Production Support” for Singapore and Malaysia.
- Developed the India Escalation Process Flow.
- Involved in the Project Development of the Professional Skills Program for APAC supporters.
- Involved in the Project Development of the APAC Culture Training Program.

EDUCATION

Bachelor of Science Information Technology

Best in Thesis, Dean's Lister

AMA Computer University, Quezon City