

Philbert Lacanlale

Technology and Application Support

CONTACT

 (236) 882-8007
 philbertlacanlale@gmail.com
 204-565 Manchester Rd.
Victoria, BC V8T 2N7

ADDITIONAL SKILLS

6+ years in Technology and Application Support
Excellent interpersonal and communication skills
Strong leadership, decision-making, and motivation abilities
Supervisory experience with effective task management
Proficient problem-solving and conflict resolution

WORK AWARDS

Client Hero Award 2022 (Willis Towers Watson Global Business Services Inc)

Role Model Award 2023 (Willis Towers Watson Global Business Services Inc)

EDUCATION

AMA Computer College, NCR, Philippines
Bachelor of Science in Information Technology
Major in Networking (May 2017)

CAREER OBJECTIVE

Detail-oriented and highly skilled IT professional with over 6 years of experience in Technology and Application Support. Seeking a challenging role in Canada to apply my expertise in providing top-notch technical support and leveraging my leadership abilities in a collaborative team environment. Committed to delivering efficient solutions, optimizing processes, and contributing to the success of a Canadian organization.

PROFESSIONAL EXPERIENCE

Willis Towers Watson Global Business Services Inc., NCR, Philippines

Technology Support – Shift Lead, From Jun 2021 to Jan 2024

Shift Lead responsibilities for Application Support Team.
Provided technical and application function support.
Served as a Subject-Matter-Expert and Quality Assurance Auditor.
Led training, onboarding, and mentoring for team members.
Reported to managers and stakeholders on team updates.
Conducted performance reviews and contributed to successful application testing.
Collaborated with developers and product managers for effective communication.
Contributed to the development of new tools and solutions.
Maintained adherence to business processes, protocols, and quality standards.

Collabera Technologies Private Ltd. Inc, NCR, Philippines

Application Support Analyst, From June 2019 to July 2023

Exemplary performance led to internal employment status.
Same duties and responsibilities as the above job.

Ekonek Pilipinas Inc., NCR, Philippines

Production Support Analyst, From Nov 2017 to Mar 2019

Provided first point of contact for technical issues
Evaluated and analyzed issues, offered troubleshooting and resolution.
Handled computer hardware, software, and network troubleshooting.
Remote Desktop Support
Managed database access and resolved tickets in the ticketing system.
Coordinated with system administrators, QA personnel, managers, and developers.

EDUCATION

Michael Nanoz

Software Support Manager - Accenture

(+63)9175503667

michaeldnanoz@gmail.com

Melba Diane Magsuci-Badillo

Application Support and Maintenance Tech Support Manager- Willis Towers

Watson

(+63)917-831-8840