



# MARK MARTIN REYES

## Application Support

### ABOUT ME

Passionate Application Support with 5 years of experience and total of 8 and a half years of IT experience. Effective in analyzing and solving problems. Manages our on schedule releases. Performs manual testing to QA and UAT environments. Performs sanity and production verification testing. Communicates effectively to internal and external parties.

### WORK EXPERIENCE

**PRODUCT SUPPORT SPECIALIST** Jul 2023 - Nov 2023

**2C2P (THAILAND) CO., LTD - BANGKOK, THAILAND**

- Working closely with development team to understand new features, configurations and elements to be deployed in each package.
- Possessing specialist knowledge of operating systems, devices, applications and software.
- Providing technical support to teams within the organization, and to external clients when required.
- Assisting with system integrations.
- Identifying and resolving technical issues.
- Managing coordination at a local and international level where required.
- Coordinating with infrastructure department regarding deployment related matters and troubleshooting.
- Managing and controlling build and release using auto-deployment tools i.e. Atlassian Bamboo including another tools as appropriated.
- Troubleshooting daily production and test issues.

**APPLICATION SUPPORT ANALYST - L2** Mar 2023 - Jun 2023

**ARCH GLOBAL SERVICES (PHILIPPINES) INC., - QUEZON CITY, PHILIPPINES**

- Respond to production emergencies and urgent cases.
- Communicate through chat, call and email with the users for a better understanding of their issues.
- Replicate the user's issues from Production to lower environments like QA and UAT.
- Perform an investigation to find the root cause of the issues.
- Formulate workarounds and apply permanent solutions to address the issues.
- Resolve users' functional queries, gathers requirements, and coordinate with the dev team if the issue requires code changes.
- Monitor the health of the system by checking if the services and the IIS services are up and running in the application servers.
- Collaborate with other teams if the issue requires the developers help.
- Update Confluence pages for the additional requirements/features in the workflows and document the tickets that have been resolved so other support and users can use them as a reference.

**APPLICATION SUPPORT - L2** Nov 2019 - Feb 2023

**ENCORA MANAGEMENT SERVICES PHILIPPINES INC. - MAKATI, PHILIPPINES**

- Acts as a site owner that is responsible for managing, planning, and tracking the deployment of hotfixes/patches/upgrades.
- Communicate through chat or call with local ITs and users for a better understanding of their issues.
- Respond to production emergencies and urgent cases.
- Assess all the terminal's needs to make the system more efficient for the users.
- Replicate the user's issues from Production to lower environments like QA and UAT.
- Perform an investigation to find the root cause of the issues.
- Formulate workarounds and apply permanent solutions to address the issues.
- Resolve users' functional queries, gathers requirements, and coordinate with the tech or dev team.

### CONTACT

+63 927 439 5642

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markmartin.reyes@gmail.com

www.linkedin.com/in/markmartinreyes

Binan, Laguna, Philippines 4024

### EDUCATION

**Bachelor of Science  
Computer Engineering**

**Adamson University**

June 2008 - October 2013

### CERTIFICATION

**ITIL 2011 Foundation  
Workshop**

**Makati City, Philippines**

August 15 - August 17, 2018

### EXPERTISE

- Problem-Solving
- Critical Thinking
- Investigation and Diagnostic Skills
- Acceptance of Ownership
- Attention to Detail
- Excellent Customer Experience
- Empathy with the User
- Patience and Understanding
- Relationship Management
- Strong Communication
- Collaboration Skills

- Ability to Work Under Pressure
- Ability to Learn New Tools or Software
- Ability to work as part of the team
- Proactive Approach
- Document Preparation

## TECHNICAL SKILLS

Understand SQL	
Oracle SQL Dev	
MS SQL Server	
SQL PLUS	
DBeaver	
Notepad++	
XML	
EDI	
Excel VBA/Macro	
DAL Scripting	
Batch Scripting	
Python Scripting	
Configuration	
Reading Logs	
AWS Kibana	
AWS DynamoDB	
NoSQL	
Postman	
SOAP UI	
API Testing	
QA Testing	
UAT Testing	
Code & Unit Test	
SOAP UI	
ITIL Process	
Waterfall	
Agile	
Oracle Documaker	
Linux/Unix	
Redmine	
Jira	
Zendesk	
ServiceNow	
Confluence	
Zabbix Monitoring	

## OTHER SKILLS

Microsoft Office	
Google Suite	
Draw.io	
Canva	
Adobe PremierePro	
Adobe Photoshop	
Adobe Lightroom	
Adobe Audition	

- Write test scripts and then communicate with the QA Lead for approval.
- Execute test scripts in QA and UAT, and documents, and presents them to the Stakeholders.
- Monitor the health of the system using Zabbix to ensure the application is up and running smoothly.
- Collaborate with other teams if new requirements or features are to be added to the system.
- Update wiki pages for the additional requirements/features in the workflows so other support and users can use them as a reference.
- Join weekly team meetings for sharing ideas across the system we support.
- Lead four application support in the team.

### SYSTEM ANALYST

Feb 2019 - Nov 2019

#### YONDU, INC. - TAGUIG CITY, PHILIPPINES

- Studied and analyzed the requirements for the system.
- Lead the vendors and testing team for the design and implementation of the system.
- Aided, training, and supervised the testing team in the implementation of the system.
- Ensured that project is in scope and timeline.
- Monitored the life cycle of the project and ensured that each part is properly executed.
- Prepared the project specification and technical implementation.
- Debugged, analyzed, and solved issues encountered by the users.
- Coordinated and managed team members from the project which includes security, testing, development, infrastructure, etc.
- Tested several APIs that were needed for the project.

### APPLICATION SUPPORT CONSULTANT

Feb 2017 - Feb 2019

#### BASS SOFTWARE RHQ PHILIPPINES - MUNTINLUPA CITY, PHILIPPINES

- Responsible for Incident Management according to SLA signed with BASS customers.
- Provided first-level remote technical service and support to BASS international customers.
- Provided timely support status reports to BASS customers.
- Maintain a professional and proactive approach in meeting customer needs and expectations as to achieve customer satisfaction.
- Effectively supported the clients without breaching the SLA and even without prior formal training in BASSnet System.
- Analyzed the root cause of the incident and applying resolution without prior formal classroom training.
- Effectively communicated to European, South East Asian clients whenever an incident occurred.

### APPLICATION DEVELOPMENT ANALYST

Oct 2014 - Jan 2017

#### ACCENTURE, INC.

- Developed forms for electric bills, letters, notices, and statements based on functional design without prior formal training.
- Fixed defects raised towards the application.
- Created and executed test scenarios, code and unit testing.
- Created documents based on final output, technical designs and build handover documents.
- Created training documents, decks, and manuals for Oracle Documaker Studio application.
- Supported client after the system has gone Go Live.
- Analyzed the root cause of the incident and applied permanent fix without breaching the SLA.
- Resolved problem tickets effectively in a very tight schedule.
- Addressed and communicated effectively with clients' change and service requests by completing the tickets.
- Became a sub lead and provided trainings to four resources in which have become reliable resources in the project.

## REFERENCES

### Mary Joy Bernabe

Info Sec Manager

Phone: +63 956 238 4300

Email: maryjoy02bernabe@yahoo.com

### Israel Esplana

Software Developer

Phone: +63 915 881 8866

Email: israel.esplana@gmail.com