

# Vivien Mecaella Maranan

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## Summary

With over 9 years of experience, specializes in Application and Operations Support  
Currently supporting Clarity PPM tool for Project and Portfolio Management  
Has supported Insurance Solutions and Oracle Retail Merchandising System Clients  
Proficient in Incident Management, Client Support, Application Management and Operations Support  
Knowledgeable with software development language and monitoring and supporting tools

## SKILLS

- Manages the application and ensure that the system is up and running through health checks and monitoring tools
- Holistic application configuration of the Clarity PPM tool as well as the new Clarity PPM Modern UX
- Develop and maintain code and configuration repositories to ensure code is centrally monitored/managed
- Support the change and release management process (ITIL) including defining release strategy & associated task
- Provides tier three (3) application support, including on call support as required to ensure that issues are resolved in timely manner
- Develop and configure integrations in addition to conducting unit testing and technical fixes during subsequent
- Support the change and release management process (ITIL) including defining release strategy & associated task
- Identify potential solution risks/issues and escalates/communicates to relevant key stakeholders (business/technology/vendors) to ensure a mitigation strategy is developed
- Respond and provide resolution to customer concern and ensure issue is resolved efficiently
- Management Tools: Clarity PPM, Jaspersoft Studio, ServiceNow, Remedy, TFS Site, Track Plus, ITG, Fieldglass, JourneyX, PWA, TeamTrack, WinSCP
- Support Tools: Zena, TWS, Dynatrace, Autopilot, Sitescope, WAS Console, Hp BSM
- Development Tools: Putty, Toad for Oracle, Oracle SQL Developer, Oracle Forms, SQL Server Management Studio

## Experience



### Application Support Specialist

QIAGEN Manila

Jan 2019 - Present (4 years 5 months)

40hrs per week

Specialization: Biotechnology;

Role: Offshore Support;

Industry: Shared Services;

Work Description:

- Maintains project management tool CA PPM that are being used by project and portfolio managers of the company
- Set up user accounts on Clarity PPM and assign the necessary access rights for them to manage their projects more efficiently
- Performs configuration of the resource, project and department hierarchies in the system based on the current company hierarchy
- Develops new features on the system based on the user requirements
- Develops new automated processes that runs on the system background for a more seamless system performance
- Develops automated notifications that helps project and resource managers to efficiently manage projects and resources
- Meets the Service Level Agreement when it comes to incidents and service requests.
- Performs configuration of the new Clarity Modern UX and migration from the Classical PPM interface
- Performs system testing after every new release and upgrades
- Develop the application, data and infrastructure assessment and design in accordance to business requirements
- Conduct the design, configuration, development of new applications/infrastructure solutions
- Conduct changes required to existing systems (e.g. upgrade/new releases, optimization)
- Programming Language: SQL, Gel Scripting, XML, HTML
- Tools : Clarity PPM, Jaspersoft Studio, Winscp, ServiceNow, Sharepoint, MS Teams, Yammer

## **> Senior Application Support Analyst**

### **Accenture**

Jan 2014 - Jan 2019 (5 years 1 month)

45hrs per week plus occasional weekend work

Specialization : IT / Computer – Software;

Role : Offshore Support Lead;

Industry : Consulting (Science, Engineering, Functional and Technical);

#### Work Description:

- Clients/Projects:
- Retail Company based in South Africa for 2.5 years
- Insurance Solutions company based in the US for another 2.5 years
- Leads and manages the offshore team in performing client and project related tasks
- Ensures that team's tasks are delivered on time and in high quality
- Client's point of contact in offshore regarding deliverables and tasks
- Proficient in performing admin tasks such as timesheets monitoring and reconciliations and project/client specific metrics
- Performed data fix task, 24/7 batch on-call support, system upgrade/maintenance, certificate installations and support role (incidents)
- Daily stand up meetings with the client for status and updates and directly interact with the business (client) in resolving issues
- Ensures the application is up and running from front end to the back end including the servers
- Address production incidents and job failures through investigation and analysis
- Develop and maintain code and configuration repositories to ensure code is centrally monitored/managed
- Support the change and release management process (ITIL) including defining release strategy & associated task

- Provides tier three (3) application support, including on call support as required to ensure that issues are resolved in timely manner

## Education



**Batangas State University**

Bachelor of Science, Electronics and Communications Engineering

## Skills

Application Support • Operations Support • Project Management Software • PL/SQL • XML • Gel • Healthcare • Insurance • Supply Chain Management • Testing