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General Trias Cavite

PROFESSIONAL PROFILE

12 years' overall experience on IT Solutions and Automation, committed to maintaining technical skills and providing solutions to maximize efficiency and company savings. Can introduce innovation and provide out of the box solutions, approach, and application.

| Technical / Programming Skills | Domain Skills |
|---|---|
| VB for Application | Six Sigma – Yellow Belt |
| AutoIT - Core Automation Tool | SDLC Certified |
| Html 5 / Basic Web Development (Dashboards) | Documentation (From Requirements Gathering until Hypercare) |
| Automation Anywhere Advance RPA Certified v10 | Client Facing |
| Automation Anywhere Advance RPA Certified A2019 / A360 | ITIL V3 (Internal certified) |
| Automation Anywhere Secure Bot Developer Certified / Badged | |
| Work Fusion Trained | |
| Selenium Web Driver | |
| Chrome Automation (via AutoIT Chrome Driver) | |
| Basic SQL automation (via AutoIT) | |
| Python Training and Internal Certification using PyCharm | |
| Azure Cloud and Microsoft Power automate training | |

Created the "Amelia" Automation for Philippine Delivery Center which won the **PACE Competition 2017, Titanium Category**. The automation has been implemented to nine different accounts in Philippines and 2 accounts in Brno Delivery Center. Total FTE savings of 15. Also developed multiple automation for Philippine delivery center, which has provided both hard and soft savings.

Created 2 Bots that recently won the **PACE Competition 2018** with **1st place in the Automation under Titanium Category (Emilia RTA and Incident Management Bot)** and **Champion in the Automation under Silicon Category (Auto ticket assignment Bot)**. **Won 3rd Place in the Hackathon tournament using Automation Anywhere. Won 2nd place for an internal Award as a Technology Evangelist New Ideas Implemented. Won the PSQ (Philippine Society for Quality) under Innovation Automation category (External Competition Award 2021). Best Replication tool Winner from 2017 and title holder until now (2021). Received very first IP certification for a home grown product from Emilia to Infosys Workforce Management Bot.**

KEY EXPERIENCES

Automation Developer Technology Analyst level 4A - Service Desk Center of Excellence and Philippine Delivery Center Automation Center of Excellence

Infosys Limited, Manila Philippines, October 2019 – Present

- 2021 - Won the PSQ on Innovation Automation category (External Competition Award)
- 2021 - Received 2nd Place as a Technology Evangelist New Ideas Implemented
- 2021 - Branding and IP for the Core Automation Project was acquired
- Automation Anywhere A360 / A2019 Advance RPA Developer Certified
- Automation Anywhere Secure Bot Developer
- 2020 - Won Best Replication Tool on an internal Automation competition
- 2019 - Promoted from Process Lead Developer (level 4B) to Technology Analyst Developer (level 4A)
- Automation Developer Lead – Individual contributor (Technology Analyst level / Assistant Manager)
- Automation Anywhere Advance RPA Certified and Work Fusion Trained.

Automation Developer Lead level 4B - Service Desk Center of Excellence and Philippine Delivery Center Automation Center of Excellence

Infosys Limited, Manila Philippines, July 2018 – October 2019

- Automation Developer Lead – Individual contributor (Process Lead level)
- Automation Anywhere Advance RPA Certified v10 and Work Fusion Certified.

Automation Specialist – Service Desk Center of Excellence and Philippine Delivery Center Automation Center of Excellence

Infosys Limited, Manila Philippines, April 2016 – July 2018

- Coordinates with Subject Matter experts of account Point of Contact to define automation process and confirm client problem statements and or requirements.
- Build the automation roadmap for Service Desk accounts and develop automation from simple to complex automations
- Responsible on managing the automation projects agreed with operations from concept to completion and working with internal and external stake holders
- Designs robust failure recovery for all automation implemented for Operations
- Provides Warranty Support to operations on all executed and implemented automation projects
- Developed "Amelia", winner of PACE 2017 Highest Automation Award – Titanium
- Implemented "Amelia" to multiple programs not only for PH DC but to other Global Delivery centers
- Implemented multiple automations for Philippine Delivery Center which has driven >20 FTE savings in a span of 6 months.

IT Specialist and Shift Manager – Telstra Global Service Desk

Infosys Limited, Manila Philippines, April 2016 – May 2016

- Responsible for IT Service Desk Operations for Telstra as a Shift Manager.
- Point of Escalation for Agents and clients on the shift handled
- Conducts Technical Training and Coaching to Service Desk Resources
- Responsible for Incident Management, Service Request Management, Change Management, Problem Management, and Knowledge Management for the account
- Provides Technical Support to agents during the shift
- Point of Contact of client stakeholder on UK region.

Automation Programmer / Service Desk Analyst

Globe Telecom Data Center Philippines, June 2015 – April 2016

- Responsible in creating possible maintenance of internet connectivity, data extractions, Report formulations, and Incident report troubleshooting for Globe Telecom Clients in the Philippines
- Ticket Management in the telecommunications and Network Operations Center. Responsible in the provisioning, modifications, and password reset of different services such as DNS, Firewall Configurations, Virtual Private Cloud, Google Apps, And Machine To Machine Service for GPS and Alarm systems for Motors and Transportations, Internet connections, TxtConnect for email blast.
- Responsible on creating automation for Globe Telecommunications. Created Simple to Complex automation through VBA and Auto IT

Global ID Administration

CITI Bank ROHQ NA, Philippines, October 2014 – April 2015

- Information Security Administrator / Assistant Manager
- Responsible in the security of ID security administration for Citi Bank employees in different access of applications with almost 150 applications.
- Responsible in maintaining the security and confidentiality of information in accessing applications and giving administrative privilege and entitlements to application users using security matrices of data and information.

Technical Lead / Automation Developer / IT operations analyst

Accenture Manila, August 2012 – October 2014

- Developed an Automated Script Tool using VBE – used in production of agents in automating the predefined scripts that is used to reply with customers in chat sessions.
- Developed an Automation tool for the Entire Process of our On Shore Leads “MYSITE Macro” – Used by the Onshore Leads from getting a complex process. By using this tool, it became a 1 click away process.
- AutoIT Developer – Creating automation process using AutoIT programming. Maintain the process of connections of machines automatically from US & Canada to our site using the developed automation tools. Able to create automation for any kind of Operating System.
- Desktop Optimization Support Expert Tech Lead – Gives support to CITI bank employees about migration of their Thick or Thin client PCs to Windows 7. Specializes in all aspects of Microsoft Applications and Desktop support with the most high performance knowledge and skills in remote desktop experience. As a Tech Lead, I guide my fellow agents in having a quality support on customers and give them the necessary support and knowledge about different kind of issues we gather along the production. We also do the Quality Assurance check on the agent’s communication skills via chat and do assessment and knowledge check on the proper handling the computer issues encountered by the customers.

Automations Developed / Projects

Infosys BPM (Used Autolt on all projects below)

- Emilia – RTA Robot, Incident Management Robot, Chat Monitoring Robot and Mailbox Monitoring Robot for:
 - Emilia Bot received IP certification and turned to Infosys Workforce Management Bot
 - Infosys Workforce Management Work From Home version
 - Marquee Version
 - Floating Window version
 - Configurable with GUI version
- Telstra Global Service Desk (IPscape)
- RB Global Service Desk, all location (Manila, Dalian, Monterrey, Brno) (CMS Supervisor / Avaya CMS)
- BHP Service Desk (CMS Supervisor / Avaya CMS)
- Fossil Service Desk (CMS Supervisor / Avaya CMS)
- Comcast Service Desk (CMS Supervisor / Avaya CMS)
- PWC CS (CMS Supervisor / Avaya CMS)
- Milk and More (CMS Supervisor / Avaya CMS)
- Primus (CMS Supervisor / Avaya CMS)
- Coty (CMS Supervisor / Avaya CMS)
- Mercedes Benz UK (CMS Supervisor / Avaya CMS)
- FedEx TNT (Genesys System)
- Intel (Genesys System)

- Zero Tolerance Automation, Telstra Global
- BEF – Interval Automation
- Comcast – BP Password Reset Automation end to end process (using AutoIT)
- Comcast – CSG Password Reset Automation end to end process (using AutoIT)
- Comcast – Adaptive Authentication Unlock Automation end to end process (using AutoIT)
- Mailbox Monitoring (AutoIT)
- Ticketing Automation (Service Now / EPDSM / Remedy) using AutoIT.

Globe Telecom Philippines

- Automated TxtConnect Data Extraction – Globe Telecom extracts certain annual and monthly reports from a raw data where this has to be re-structured from a text log file into a readable well organized report. Before this was handled by 5 agents in a span of 1 month to finish the report but with this automation from 1-month process turns to 30 minutes' process 2-3 clicks away.
- Automated Tool Dashboard for SR – A dashboard that contains buttons of different processes and functions that made agents do task the simplest way and serves as a guide for their daily work.
- Advisory automated template – Automate creation of Advisory templates base on the criteria of the Requesting Service Manager and its severity. Serves as a database tracker for all Advisory that was created and contains the status of each. Made sending of advisory automated using Outlook mail and automatically generate intended recipients resulting less or zero error on all advisory transactions.

Accenture Philippines

- AutoScript – VBA based application dashboard, tools, and predefined replies used for agent's chat sessions instead of typing or copy pasting scripts to chat console. This maximized efficiency, productivity, and simplified process of agents that handles multiple chat sessions. This was integrated in a Sharepoint system for multi-users.
- MySite Macro – VBA based application extraction and automated tokenization tool. Requested by Accenture's Client Citi Bank to automate extraction of raw data from a website and auto-generate the report and send to the appropriate recipient. Client process this before in more than 5 hours and the automation finish the task in less than 2 minutes.
- Geek Squad Machine assignment – Continue on the progress and development of this tool that auto assign Machines / tickets in LogMeIn console to the designated technical agents from different Best Buy Stores. Store Agents will only attach the PC / laptops to Lan and the automation will do the assignment to the delivery centers to trouble shooting and pre-setup of the machines. This minimize time and effort and makes multitasking to an agent that can handle more than 10 computers simultaneously.

