KETCH ARCILLAS - TY



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| [**SOPHOS COMPUTER SECURITY**](https://www.sophos.com/) **PTE. LTD.**Units 1-4 17th Floor Zuellig Building Makati Avenue Corner Paseo de Roxas, Makati, 1225, Philippines | **Dec. 18, 2017 – Oct. 30, 2019*****Software Operations Analyst, IT Application Services***Budgetary * Work closely with the VP of Applications and Senior Management Team to ensure alignment with standards, influence standards to improve processes and best practices across the team.
* Maintain contract info on Confluence and ensure information is up to date.
* Manage PO goods receipting and PO management processes to ensure optimal tracking and appropriate reporting.
* Work with Finance to establish process and reports to ensure appropriate visibility at the right level of detail.

Alignment & Collaboration * Establish and document optimal processes for escalation/handoff of Service Desk tickets to App Services. Monitor for continuous improvement, leveraging metrics.
* Ensure Service Catalog entries conform to standards, as well as audit and enforce the quality and completeness of entries. Establish processes for escalation of inadequate Catalog entries.
* Establish detailed ticket categorization and collection, allowing proactive application improvements and call avoidance based on data/metrics collected.

Documentation and Knowledge Sharing * Evaluate internal communication tools and establish strategy/approach to optimize and standardize (Confluence, Sophos Hub, O365). Act as the internal expert on these tools for team enablement and support.
* Manage/Maintain the IT App Services presence on the Sophos Intranet, using the tools to promote greater operational efficiencies and improved communication (internal and external to IT).

Metrics * Manage and maintain standard metrics package(s) for the entire Software IT Applications Team.
* Proactively engage the Applications Team on improvements to metrics collection, generation and reporting, as well as alignment with the Service Desk for metrics including uptime and SLA adherence.

**Technologies used:** JIRA Metrics (Including but not limited to Velocity, Cycle Time, Defect Ratio, Sprint and Epic Burndown), Power BI Data Integration and Data Visualization, Tableau Software, Data Protection Regulation (GDPR) |
|  [**GENPACT PHILIPPINES**](http://www.genpact.com/)**(**Formerly **HEADSTRONG PHILIPPINES, INC.)**4/F Plaza A Bldg., Northgate Cyberzone, Alabang, Muntinlupa City 2216, Philippines12/F One Cyberpod Centris Bldg., Eton Centris, EDSA cor. Quezon Ave., Quezon City, Philippines | **Apr. 1, 2015 – Sept. 29, 2017** ***Software Consultant / Project Manager******CMITS (Capital Markets Information Technology Services)**** An individual contributor with roles such as: Senior QA/Tester, Business Analyst and Project Coordinator/Project Delivery.
* Coordinate with cross-functional business teams, risk business analysts team and technology delivery teams to support all aspects of progress reporting, defect management, testing timelines, deployments (mainframe test environments), tracking and resolution.
* Responsible for reviewing and understanding documentation on business requirements, functional and technical specifications.
* Responsible for creation of Project Plan, Test Plan and Requirements Traceability Matrix
* Provides system, integration, regression, end-to-end and user acceptance testing both in manual and automation for Agile, Waterfall and Kanban methodologies.
* Responsible for writing test cases/scripts, data preparation, execution and documentation of results.
* Provide input into user sign-off required to approve production implementations.

**Completed Projects:**

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| **Client Name** | **Project Date** | **Responsibilities** | **Technologies Used** |
| 1. **CVS Caremark**

**(formerly Caremark Rx)**Eton Centris, Diliman, Quezon City | **June 2017 – Sept 2017** | * Integration testing on CVS/Caremark™ app that allows users to refill mail service prescriptions, track order status, view prescription history and more.
* Regression testing on Mail Order System that manages prescription orders for home delivery including refills, order status, drug cost and savings opportunities.
 | * TN3270 Mainframe
* Toad for DB2 and SQL
* SPUFI Mainframe
* HP Application Lifecycle Management (ALM)
* Selenium WebDriver
* Citrix XenDesktop
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| 1. **Banco De Oro Unibank, Inc. (Insurance Brokers)**

Sen. Gil J. Puyat Ave, Makati City | **Feb 2017 – June 2017****May 2016 – Sept 2016** | * Create integration test cases at a module level for ACSL (Accounting Control and Subsidiary Ledger), Contact Centre Management, Fire and Motor Vehicle (Non-life) Insurance.
* Assistance with implementation to client demo and development activities.
 | * BDO Insurance Broker System
* Microsoft TFS (Team Foundation Server)
* JIRA
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| 1. **PHILAM Life (Philippine American Life and General Insurance Company)**

Bonifacio Global City, Taguig | **Dec 2016 – Feb 2017** | * Code coverage system integration testing of AP and Distribution Portal pages affected by the WSDL changes.
* SOAP unit testing WSDL / SOAP-based procedures and methods
 | * SoapUI 5.2.1
* Microsoft SQL Server Management Studio (SSMS)
* PuTTY
* WinMerge 2.14
* Microsoft SQL Server Studio Suite
 |
| 1. **Macquarie Group**

Paseo de Roxas, Legaspi Village, Makati City | **Sept 2016 – Dec 2016** | * System and integration testing for MOD Tech Refresh projects - Asset Management and Trade: Migration of databases to SAASDEV22, SWIFT 3D and OTC.
 | * HP Unified Functional Testing [formerly QuickTest Professional (QTP)]
* HP Application Lifecycle Management (ALM)
* JIRA
* Embarcadero DB Artisan
 |
| 1. **PNB (Philippine National Bank)**

Ayala Ave., Makati City | **Aug 2015 – Apr 2016** | * System Integration Testing for Philippine National Bank and Allied Bank merger
* Create test cases and prepare/identify a suitable test data to be used in ALS (Advanced Loan System) and FMS (Financial Management System).
 | * Fidelity Information Systems (FIS) Mainframe Systematics
* RM/IM/ST apps
* JIRA
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| 1. **VietinBank**

Ortigas Center, Pasig City | **May 2015 – August 2015** | * Create and execute test scripts (SIT and Regression) for the front-end integration and services for the bank’s branch, ATM and online channels.
 | * Fidelity Information Systems’ (FIS) TouchPoint Teller System
* TPSS
* WebCSR
* JIRA
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| **CARAT PHILIPPINES, INC. (**[**ISOBAR AUSTRALIA**](http://www.isobar.com/au/en/)Account**)**1003 Liberty Center Bldg., 104 H.V. Dela Costa, Makati City 1227, Philippines | **Aug. 18, 2014 – Jan. 29, 2015*****Software Quality Assurance Analyst*** ***(Digital Media – Web and Mobile)**** Reviews documentation associated assets, including requirements, wireframes, design comps, test cases, etc. for Isobar Australia clients: **Jetstar, Holden, Dulux, Australia Post, David Jones, Porter Davis, Australian Government Department of Communications and Sensis**.
* Issue tracking, issue management and test status reporting.
* Functional, Regression, Cross-Browser compatibility, UAT and Exploratory(off-script) testing
* Mobile Testing (Android & iOS – mobile device and tablet)

**Technologies used:** Sitecore and Umbraco CMS, BrowserStack, Selenium IDE, Windows XP-7, Windows Phone 7.x devices, iOS v6.1+, Android v4.2.1+, JIRA, HockeyApp, SnagIt 10, Confluence |
| [**NOWCOM GLOBAL SERVICES, LLC**](https://www.nowcom.com/)15/F A&B Wynsum Corporate Plaza, 22 F. Ortigas Jr. Road, Ortigas Center Pasig City 1605, Philippines | **April 10, 2012 – Aug 9, 2014*****Software Quality Assurance Engineer**** Creation of Solution and Projects via Microsoft Visual Studio
* Configuration of NuGet packages and all those associated with VS solution(s) via Microsoft InRelease – automated deployment tool from TFS 2013
* Test, report and track and engage in continuous automated and manual testing activity throughout Agile development iterations.
* Assist development team in reproducing production issues and troubleshoot production issues.
* Assist systems/operations team with deploying and configuring servers for production deployments in demo, beta and integration environments.

**Completed Projects:**

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| **Project Name** | **Responsibilities** |
| 1. Convert all static sites to a Content Management System (CMS)
 | * Build out and maintain the automated test suites using Microsoft Test Manager and Microsoft Visual Studio forHankey Group of Companies: **Westlake Financial Services, Nowcom Corporation, North Hollywood Toyota, Midway Car Rental, Knight Insurance Group, HFC Acceptance and Hankey Investment Company**.
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| 1. Develop customizable CMS for all car dealers (paid subscription)
 | * Coordinate with Marketing and Design team to assess specific template needs.
* Modify existing templates and in charge of overall look and feel of an existing template.
* Serves as CMS Admin to update content inventory for existing sites.
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**Technologies used:** Microsoft Content Management Server (MCMS), Microsoft Visual Studio 2013, Microsoft Visual Studio Team Foundation Server, Telerik Test Studio, Telerik Kendo UI, Windows Azure, Microsoft Test Manager, Custom NowCMS v54, HTML, XML, CSS, C#(codedUI), IIS |
| [**INFOR PSSC, INC.**](http://www.infor.com/)**(**Formerly **LAWSON SOFTWARE, INC.)**Net Park, 5th Ave., Bonifacio Global City, Taguig City 1634, Philippines | **June 2, 2008 – Mar. 28, 2012*****Senior Global ITS HelpDesk Analyst**** Creation of AD account, Exchange Attributes, Computer Management and OU permissions.
* Installation and setup of email [Lotus Domino and Lotus Notes 8 **(**Configure Lotus Notes Mailboxes, Domino Databases and Workspaces), Outlook Web Access, Outlook Web App & Microsoft Outlook, Outlook Anywhere including WebEx).
* Creates accounts and reset passwords (Windows domain account, Lawson Citrix, MyLawson.com, WebEx, Webnow/Imagenow, Salesforce.com and Documentum)
* Used UNIX commands and telnet scripting for AS400 (IBM Client Access V5R4) apps, BlackBerry Enterprise Password; Mobile/ Active Sync Password; McAfee Encryption Password, iPass and VPN.
* Installation, setup and restore an OS image backup

**Highlights of Accomplishments:*** Promoted from ITS Helpdesk Analyst to Senior within nine months of hire.
* Managed and mentored our follow-the-sun support operations, a Helpdesk/IT staff of 12 employees.
* Spearheaded the Lawson ITS File Share Database Cleanup Project
* Author of the New Hire Training Plan for Global Helpdesk
* Continually maintain and improve on process quality working toward achievement of global process standardization.
	+ Involvement in I.T Special Projects directed by ITS Infrastructure Director which includes the following: Emergency Response Team (ERT) for Priority 1 issues, Service Desk Express (SDE) Ticketing Tool Cleanup (Categories Update and Clean the Bucket Campaign) and Root Cause Analysis (RCA).
* Provided full IT Infrastructure documentation.
	+ Created and updated documentation on all software and hardware setups for Helpdesk staff
	+ Created issue documentation and support for remote employees during migration roll-out: Lotus Notes 6.5 to Lotus Notes 8.5, MS Office 2003 to MS Office 2007, Lotus Notes 8.5 to MS Outlook 2007, Lotus Sametime 6.5.1 to OCS, OCS to Lync 2010, MS Office 2003 to MS Office 2010, Migration to XenDesktop 5

**Other Responsibilities as Senior:*** Interacts with support counterparts based in US (St. Paul, MN) and EMEA regions to handle, document, and resolve various infrastructure issues and concerns that are global in scope and highly critical.
* Regularly attend ITS Management Meetings to ensure alignment of Helpdesk operations to Change and Risk Management processes.
* Reporting
* Develops reporting measures for helpdesk activities and KPIs.
* New Hire training
* Trains and evaluate new Analysts.
* Team Roadmap
* Establish flexible processes to teammates to quickly incorporate changes (updates, new releases, procedures, etc.) to software, hardware and server/web-based apps into IT support repertoire.
* Knowledge Building
* Responsible for acquiring, maintaining and development/update documentation of current support policies and technically accurate solutions
* Conducts Quality Assurance on SDE Tickets

**Technologies used:** Windows Server 2003 / 2008, Exchange Server 2003 / 2007, Active Directory 2003 / 2008, Citrix XenApp for Windows Server 2008, MS SQL Server 2008 R2, AS400 (IBM Client Access V5R4) |
| [**DELL INTERNATIONAL SERVICES, INC.**](http://www1.ap.dell.com/content/default.aspx?c=ph&l=en&s=&s=gen&~ck=cr)2/F North Parking Bldg. SM Mall of Asia Complex,Pasay City 1300, Philippines | **Nov. 6, 2006 – Jan. 31, 2008*****Technical Support Senior Assistant**** Provides second-level technical support on Dell supplied products and/or peripherals using documented procedures and available tools.
* Actively supports the customer in all aspects from problem resolution, keeping the customer informed and updated throughout life of incident.
* Maintains knowledge of Dell’s product line, technologies and service offerings through technical sessions.
* Complies with schedule adherence to ensure overall service level targets are achieved.
* Identifies and provides RCA on unique or recurring customer problems.
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| [**SYKES ASIA, INC.**](https://www.sykes.com/)Robinsons Summit Bldg., Ayala Ave. Makati City, Philippines | **May 31, 2004 – Oct. 26, 2006** ***L2 Technical Network Specialist - Escalations******(MCI / Verizon Small Business Team)**** Provides second-level technical support to Verizon Small Business end users using and operating automated call distribution phone software, via remote connection or over the internet.
* Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
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| **RECOGNITIONS** |

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| Genpact PH - Bronze Cheers – Energy and Focus | 2016 August |
| Genpact PH - Bronze Cheers – Energy and Focus | 2016 July |
| Genpact PH - Bronze Cheers – We Succeed When Our Customers Succeed | 2016 May |
| Genpact PH - Bronze Cheers – Values | 2015 December |
| Lawson/Infor Personal Responsibility for Results | 2011 June 7 |
| Lawson/Infor Service and Commitment | 2010 June 2 |
| Lawson/Infor Excellent Customer Service | 2010 May 7 |
| Lawson/Infor Teamwork | 2009 October 15 |
| DELL 2007 Dell Philippines’ Elite Wall of Fame | 2007 December |
| DELL Contributor of the Month | 2007 March, June, Aug |
| Sykes Asia Quality Champion of the Segment | 2005 – 2006 |
| Sykes Asia Certified Quality Champion | 2005 September |
| Sykes Asia “Super Agent” – Best AHT (Average Handling Time)  | 2005 June 16 |

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| **CERTIFICATIONS** |

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| MCTS: Microsoft Certified Technology Specialist –Windows 7, Configuring exam (70-680) | 2010 October 7 |
| DELL: Supporting Microsoft Windows Operating Systems | 2006 December 15 |
| DELL Certified Systems Expert | 2006 – 2007 |

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| **TRAININGS AND SEMINARS ATTENDED** |

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| Genpact 400 IND CMITS DEVOPS TrainingGenpact Greenbelt Curriculum (Training and Proficiency Testing)  | 2017 January2016 July |
| Genpact White Belt Six Sigma (Training)  | 2016 July |
| Genpact Software Project Planning | 2016 July |
| Genpact 400 CMITS Agile Scrum (Training and Assessment)  | 2016 March |
| Genpact ISTQB Foundation in Software Testing  | 2015 April |
| Genpact LEAN (Trained and Tested)  | 2015 April |
| ITIL Foundation Training | 2011 June |
| Cisco Networking Academy Program  | 2010 December |

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| **PERSONAL INFORMATION** | College Bachelor of Science in Computer ScienceJune 19, 2000 – March 22, 2004 Adamson University (AdU)   900 San Marcelino St., Ermita, Manila, Philippines 1000                    Date of Birth : 08 October 1983 Gender : FemaleNationality : Filipino Religion : Roman Catholic PH Driver’s License : N03-10-006563 SSS No : 33-7872869-7PhilHealth : 010508518957 TIN : 233-742-894 Pag-IBIG ID No : 101001460158 |