



Michael John A. Montano

TECHNOLOGY CONSULTANT I

CONTACT INFORMATION

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PERSONAL BACKGROUND

Compassionate and dedicated Electronics Engineer & Technician with three years of experience in Application Services, Incident Management Process, and Change Management Process.

PROFICIENCY & SKILLS

- Strong background in ITIL 4 Practices such as Incident Management, Change Management, Knowledge Management, & Service Desk.
- Decent English communication skills both verbal and written.
- Basic knowledge and experience in using following Application services tools.
 - Unix, Linux, & Windows Operating Systems
 - My SQL, Oracle SQL, and PL/SQL (RDBMS)
 - Cisco Tidal Enterprise Scheduler
- Background in logic analysis and troubleshooting of the application.
- Enthusiastic on learning new technologies.

WORK EXPERIENCE

DXC Technology | February 04, 2019 - present

February 2019 - present | Application L2 Support

- Provide 24/7 technical support for multiple application software for different clients of Hewlett Packard Enterprise and Hewlett Packard Inc.
- Applying the principles of Incident & Change Management practices to daily operations.
- Supports multiple Global Supply Chain Systems applications and became a Special Point of Contact (SPOC) to one of those.
- Applying knowledge and expertise for investigation of the issue to support business continuity.
- Applying workaround to known errors and documenting them for future purposes.
- Implementation/ changes for supported applications in coordination with Change/ Release Management teams.
- Attending/ conducting quarterly training sessions to supported applications of expertise as part of Knowledge Transfer.
- Daily report status to mission critical applications to ensure that availability is not at risk.
- Proactive health checks to prevent further issues that might occur in the future.
- Aiding Subject Matter Expert (SME) with regards to compliance/ maintenance of the application.
- Improving the health checks of the application by means of automation for continual improvement.
- Being a duty manager which is responsible for management of the queue to monitor ticket inflow that has been raised by business on a particular shift.
- Aiming to achieve the Service Level Agreement (SLA) standards for customer satisfaction.

February 2020 - present | Incident Management Process Manager

- Conducting quarterly training sessions with regards to INM guidelines and practices.
- Aiding the INM Process Owner for disseminating new protocols and making sure it is in line with the team and is being carried out.
- Coordinates with INM Process Owner all issues and concerns related to the process.
- Monitors and reports process performance and identifying improvement opportunities.
- Conducting bi-monthly INM ticket quality audits focusing on tickets closed by the team and helping them to understand the trends.
- Suggesting ideas that may help improve the overall performance of the team in applying INM guidelines.

June 2021 - present | SOX Auditor Team Lead

- Auditing the changes happened in an application on a monthly/ quarterly basis.
- Assessment of the user access if it is still active or is already revoked for security reasons.
- Reviewing all incidents that occurred in an application and if they are documented or not.
- Coordination with Internal Auditors with regards to revision or compilation of evidences.

LICENSES & CERTIFICATIONS

1) Electronics Engineer

Professional Regulation Commission
Registration No. 0071914
November 2018

2) Electronics Technician

Professional Regulation Commission
Registration No. 0018541
November 2018

3) Certified Scrum Foundation Professional

CertiProf
Certification No. 47792350
October 2020

4) Certified Cyber Security Foundation Professional

CertiProf
Certification No. 61179739
October 2020

5) Certified ITIL 4 Foundation Professional in IT Service Management

PeopleCert
Certification No. GR671251644MM
March 2021

6) AWS Certified Cloud Practitioner

AWS Training and Certification
Credential ID RR5G4FCDEEBQQPWG
August 2021

PROFESSIONAL MEMBERSHIPS

1) ECE - Regular Member

Institute of Electronics Engineers of the Philippines, Inc.
Membership No. 18-46292

2) ECT - Associate Member

Institute of Electronics Engineers of the Philippines, Inc.
Membership No. 18-15779

PRE-EMPLOYMENT ACHIEVEMENTS

Board Exam Passer (ECE, ECT)

October 2018

WORK EXPOSURE (ON-THE-JOB TRAINEE)

Hytec Power, Inc.: Reliable Partner & Solution Provider

- Product Specialist Department (April 11, 2016 - May 16, 2016)

Eastern Telecommunications Philippines, Incorporated

- Project Development; Transmission & Access Engineering (May 2, 2017 - July 4, 2017)

EMPLOYMENT ACHIEVEMENTS

2019 (DXC Technology)

- October: Key Contributor for October 2019 (Knowledge Management)
- November: Holiday Season Sale Hypercare Support (U.S. Black Friday/ Cyber Monday Sale)

2020 (DXC Technology)

- July:
 - Being Accountable & Being Able to Provide Quality Results
 - Represented our team during the Townhall as part of Employee Engagement
- September: Top Performer of the Month
- November:
 - Being Accountable & Being Able to Provide Quality Results
 - Top Performer of the Month
 - Holiday Season Sale Hypercare Support (U.S. Black Friday/ Cyber Monday Sale)
- December: Virtual Year-end Party Winner as part of Employee Engagement

2021 (DXC Technology)

- April: Ticket Sweeper as part of INM bi-monthly Ticket Audit
- May: Ticket Sweeper as part of INM bi-monthly Ticket Audit
- June: Ticket Sweeper as part of INM bi-monthly Ticket Audit
- August: MVP of the Month
- September: Key Contributor for September 2021 (Knowledge Management)
- November: Holiday Season Sale Hypercare Support (U.S. Black Friday/ Cyber Monday Sale)
- December: Virtual Year-end Party Winner as part of Employee Engagement

EDUCATIONAL ATTAINMENT

Polytechnic University of the Philippines (Sta. Mesa, Manila)

- Bachelor of Science in Electronics Engineering (Academic Year 2013 - 2018)

I hereby certify that all information supplied in this resume is true and correct to the best of my belief and knowledge.



Engr. Michael John A. Montano, ECT, ITIL4, AWS-CCP, CSFP, CCSFP