DYAN M. MARQUEZ

Cell No.   : +639618408854
E-mail Add.   : dyan.m.marquez21@gmail.com
Address   : Brgy. Guiwan 2 Taft St. Palompon Leyte

PERSONAL INFORMATION:

Date of Birth	:	October 21, 1989
Place of Birth	:	Cebu City
Citizenship	:	Filipino
Civil status	:	Single
Religion	:	Roman Catholic
Father	:	Jose Dante E. Marquez (deceased)
Occupation	:	n/a
Mother	:	Ana Mabel M. Marquez
Occupation	:	Retired

EDUCATIONAL BACKGROUND:

College	:	Bachelor of Science in Electronics Engineering (BSECE) University of San Jose-Recoletos Cebu City 2006-2011 (Board Exam Passer, April 2013)
High School	:	Palompon Institute of Technology Palompon Leyte 2002-2006
Elementary	:	Ace Learning Center Inc. Palompon Leyte 1996-2002

LICENSE AND CERTIFICATION:

Electronics Engineer:
License number: 0055572

Microsoft Certified Solutions Associate:
Profile ID: 9881821, Certification number: E256-74747

WORK EXPERIENCE:

- Office Staff (Bookeeper)
  LGU Palompon
  January 2023 - Present

- Role: *Office staff* **(Bookeeper)**
  - ➢ Assist the accounting office to complete data entry, collect transactions, track debits and maintain and monitor financial record.

  - ➢ *Responsibilities, experience and contribution*
    -Help to check the Municipal Accountant to do data entry for account codes and then assist to make the financial statements
    -Usage of Microsoft products such as Word, Excel and Powerpoint for documents and files especially the Excel as it serves as a worksheet to which used for the entries

- Office Staff (Parttime)
  Palompon Institute of Technology
  August 2021 – November 2022

  Role: *Office staff*
  - ➢ Since working for a school, help in gathering information from students and faculty

  - ➢ *Responsibilities, experience and contribution*
    -Help to check and gather information from a school Automate system
    - Usage of Google Applications (Gmail, Google Maps, GDrive, Google Sheets)
    -Access meeting such as Google Meet and Zoom
    -On some occasions applied my skills in Canva, Adobe Photoshop and Capcut
    -Usage of Microsoft products such as Word, Excel and Powerpoint for documents and files

- Transcriptionist
  Project: BAIDU (https://test.baidu.com/mark/task/index#/mark/task/index - client is for an airline company)
  May 2021 – July 2021

  - ➢ *Responsibilities, experience and contribution*
    - Transcribes audio from airline conversations

- Customer Quality Engineer, SMT/ PCA Manufacturing
  Project: HP (Hewlett Packard)
  January 2019 – January 2021
  Cal-Comp Electronics (Thailand), Public Limited
  (Contract Electronics Manufacturer) HP Printer Division
  138 Moo 4 Petchakasem Rd. Sapang, Khao Yoi
  Phetchaburi 76140, Thailand

  Role: *Customer Quality Engineer*
  - ➢ Participate in product quality planning and control process based on customer's specifications and requirements.

  - ➢ *Responsibilities, experience and contribution*
    -Participates on ESD audit checklist to ensure proper enhancement has been practice throughout the vicinity of the PCBA Assemblies.

-Prepares and execute report of Monthly, weekly (lean sigma meeting) that may endure cross functional team to join and interacts with the customers.
-Execute extensive OOBE (Out of the Box Experience) before shipment of PCBA to customer to ensure proper quality controls were met.
-Maintain proper coordination and give longer hours of dealing with 8D comprehensive report if needed to ensure advancement of submission on time for Customer Satisfaction.

- ● Database Administrator
  Project: Macquarie
  August 2018 – October 2018
  RCG (Contractual)
  31st Floor, Enterprise Tower 1
  6750 Ayala Avenue, Makati City, Philippines

  Role: *SQL Database Administrator*
  ➢ Database Administrator**.** I'm responsible in managing the changes and incidents (via Remedy) relating to SQL database environments.

  ➢ *Responsibilities, experience and contribution*
  -Troubleshooting, determination of failure trends and root-cause analysis of business impacting incidents
  - Maintenance of database backups and maintenance jobs
  - SQL Server/ Database decommissions and Migrations
  -Work closely with application and operations teams as well as other business colleagues and 3rd party groups effectively to deliver continuous deployment across core work streams;
  -Ensure compliance to company's standards

- ● Database Administrator
  Project: Exelon
  January 2018 – May 2018
  Collabera (Contractual)
  10th Flr. Cybergate 1 Bldg. Robinson's Plaza
  Pioneer Avenue, Mandaluyong City Philippines

  Role: *SQL Database Administrator*
  ➢ Database Administrator**.** I'm responsible in managing the changes and incidents (via PPM and EDM) relating to SQL database environments.

  ➢ *Responsibilities, experience and contribution*
  -Part of the team responsible for managing the changes and incidents for Exelon
  -Interact with application teams for changes in their databases
  - Investigate and problem solving of system issues and escalation where required
  - Ensures all activities operate within IT Security and compliance standards
  -Work closely with application and operations teams as well as other business colleagues and 3rd party groups effectively to deliver continuous deployment across core work streams;
  -Monitoring of database health with the use of tools such as SQL Diagnostic Manger and SQL Native Alerts
  - Enterprise Demand Manager and HP Service Manager as ticketing systems for request and incidents

- ● Database Administrator
  Project: WilliamHill Australia
  September 2016 – November 2017
  People4u
  17th floor,People4u, Philamlife Tower
  8767 Paseo de Roxas, Makati City Philippines

Role: *SQL Database Administrator*
  ➢ Database Administrator**.** I'm responsible in managing the changes and incidents.

  ➢ *Responsibilities, experience and contribution*
    -Part of the team responsible for managing the changes and incidents for WilliamHill Australia
    -Interact with end users and all levels of management to translate business requirements into appropriate functional specifications
    - Investigate and problem solving of system issues and escalation where required
    -Interact with the Service Delivery & Operational teams to ensure that infrastructure solutions are fit for introduction into operations
    - Ensures all activities operate within IT Security and compliance standards
    -Work closely with the infrastructure and operations teams as well as other business colleagues and 3rd party groups effectively to deliver continuous deployment across core work streams;

- Database Administrator
  Project: CIO
  August 2012 – August 2016
  Accenture Inc.
  15th Flr. Cybergate 3 Bldg. Robinson's Plaza
  Pioneer Avenue, Mandaluyong City Philippines
  Role: *SQL Database Administrator*
  ➢ CIO Database Administrator**.** I'm responsible in managing the changes (request via ITG tool) and incidents (request via ITSM tool) relating to database environments in different delivery centers. Worked as the Database Delivery Manager which provides guidance, technical expertise and support to Application and Delivery teams on Microsoft SQL Server Supported Versions and Database Tools to maintain client satisfaction.

  ➢ *Responsibilities, experience and contribution*
    -Part of the team responsible for managing the changes and incidents for Accenture internal applications related to database environments to different delivery centers.
    -Controls migration of database changes and code deployments throughout the development life cycle
    -Installs and patches SQL updates (if manual activity is required)
    -Provide technical support to application development and operations team. The team stands as the main contact for SQL related problems.
    - As one of the Point of Contact that guided the application from the start of their server provisioning all that are needed in regards with their SQL server concerns

  ➢ *Special Skills*
  -Extensive use of MS Office (Word, Excel, Power Point, Outlook and One Note).
  -Basic knowledge in Powershell
  -Usage of Google Applications (Gmail, Google Maps, GDrive, Google Sheets)
  -Hobbyist of Canva, Adobe Photoshop and Capcut
  -Fluent in English (oral and written)
  -Access meeting such as Google Meet and Zoom

  TRAININGS ATTENDED:

- Data Analytics Foundations
  March 19, 2023
  Venue of Training
  DataSense Analytics(online)

- Lean Six Sigma
  (September 19 –Sep 20, 2020)
  Venue of Training
  Cal-Comp Electronics (Thailand), Public Limited
  #138 Moo 4 Petchakasem Rd. Sapang, Khao Yoi, Phetchaburi
  Thailand

- Course 10775 - Administering Microsoft SQL Server 2012/2014 Databases
  (December 03-07, 2012)
  Venue of Training
  MISNet Education Inc.
  24/F, Antel Corporate Center
  121 Valero St., Salcedo Village
  Makati City

CHARACTER REFERENCES:

- Engr. Sisinio Llenos, Jr.
  Senior Customer Quality Engineer
  Cal-Comp Electronics
  138 Moo 4 Petchakasem Rd. Sapang, Khao Yoi
  Phetchaburi 76140, Thailand
  sisinio_L@calcomp.co.th

- Marian Luardo
  Human Resources
  Collabera Technologies Pvt. Ltd. Inc
  40th Floor, Rufino Pacific Tower
  6784 Ayala Avenue, Makati City, Philippines
  +639178509907

- Nequito Claparols
  WilliamHill Australia PDC - IT Operations Manager
  People4u
  17th floor,People4u, Philamlife Tower
  8767 Paseo de Roxas, Makati City, Philippines
  +639176122344

- Jayper Bulilan
  Team Lead
  Accenture Inc.
  15th Flr. Cybergate 3 Bldg. Robinson's Plaza
  Pioneer Avenue, Mandaluyong City, Philippines
  +639985147159