CURRICULUM VITAE

NIÑOWELL CERVAN PIEDA TIGLAO

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Enterprise Technology ● Portfolio Governance ● Solutions Delivery ● Audit and Control ● QA

I am an IT Leader with 15 years of experience in Enterprise and Technology Services. 11 years focused on solid E2E Project Management, and 8 years of which centered on multiple Program Delivery for Banks and Financial institutions.

I help IT governance and business leadership analyze and guide IT initiatives based on my experience. I successfully led multiple teams to implement various regulatory and tactical programs. I am also an empathetic leader, a team player equipped with a flexible technical aptitude. I am focused on finding solutions and achieving results. I adapt, & assist change.

PROFESSIONAL EXPERIENCE 15+ Years

Senior Project Manager — Feb 2025 – Mar 2026

SECURITY BANK CORPORATION (via DAPL IT Services) **1+ Year**

Office of Chief Operating Officer – Transformation Group – Project Management Practice Department – Wealth Management Segment (WBS)

Security Bank Centre, 6776 Ayala Avenue, Makati City, 0719 Philippines.

Responsibilities:

I am responsible and accountable for the end-to-end delivery of Strategic and tactical initiatives of the Wealth Management Segment of SBC. I manage and actively report daily, weekly, monthly, and milestone-based deliverables for the project from ideation until closing and initial benefits realization surveying.

- **Strategic Delivery:** Leads end-to-end lifecycle management for complex fintech integrations, regulatory compliance shifts; this includes AI governance and data privacy; large-scale digital transformations.

- **Vendor Ecosystem Management:** Acts as the primary bridge between internal business units and external service providers. Manages RFPs, negotiates SLAs, and ensures vendors meet rigorous security and performance standards.

- **Financial Stewardship:** Oversees multi-million investiture project budgets. You'll be responsible for capital expenditure (CapEx) tracking, resource forecasting, and ensures a clear ROI on all third-party engagements.

- **Risk & Compliance:** Proactively identifies systemic risks within the banking environment. Ensures all projects align with global financial regulations (e.g., Basel IV, GDPR, ISO, and local central bank mandates).

- **Stakeholder Influence:** Translates technical hurdles into business impacts for executive leadership, ensuring alignment between IT, Legal, Risk, and Operations.

- **Architect of Foundational Documents:** Facilitates, reviews and delivers critical initiation documents including but is not limited to Project Charter, Business Requirements Document, Initial Project Plan and its early Work Breakdown Structure (WBS)

- **Guards Governance & Risk Reports:** Updates, reviews, manages and reports Project Health and Status Reports; Risk, Assumptions, Issues, and Dependencies (RAID), Vendor Service Level Agreement (SLA) and Milestones & Delivery progression. Ensures these reports are aligned with the Project Working Team, and a further refined excerpt is reported to the Project Steering Committee or to Senior Management.

- **Project Documentation and Custodianship**: Facilitates updates on the Project documents and libraries, sharing information to key project members. Also documents performance reports ranging from Timeline and Milestones deliveries, Project team and vendor performance, Capex/Opex variances from planned to actuals, Learnings and Surveys.

- **Vendor & Legal Documentation:** Manages, reviews and scrutinize Request for Proposal (RFP), Statement of Work (SOW) and other Third-Party contracts, ensuring compliance to the banks internal InfoSec and Data Privacy standards, and other audit and compliance requirements.

AD-HOC Activities:

- Facilitates as PM SME for all project management engagements with WBS business and IT teams.
- Onboarding and orientation of internal and external project resources.
- People's Engagement activities of the PMP Department.

Achievements & Milestones:

- Immediate promotion to project lead for the Branch Banking Sector – IT Projects.

- In-Flight Projects:
    - Strategic - Major & High Complexity (2):
        1. **Client Lifecycle Management System (Corporates)**
        2. **Payroll System Upgrade**

    - Tactical – Minor & Medium Complexity (2):
        1. **Corporate Overdraft Facility**
        2. **Credit Risk Management System (Corporates)**

Lead | IT Delivery Manager — July 2022 – Dec 2024

METROBANK (MBTC) — **2.5 Years**

IT Group – IT Delivery Division – IT Delivery Management Department Metrobank

Plaza, Sen. Gil Puyat Ave., Urdaneta Village, Makati City 1200

Responsibilities:

I lead, plan, organize, and direct implementation of Bank IT Projects and Change Requests. I drive forward the full project life cycle from Requirements, End-to-End Testing and eventual Production Deployment and Release. I manage cross-functional teams from ideation to execution, to ensure project delivery is managed according to budget, schedule, and scope.

- Performs project management responsibilities in either waterfall or agile methodology
- Prepares/creates and maintains Project Plan, Work Plan and securing the necessary approval as applicable.
- Prepares/creates Project Status Report and reporting the same in terms of delivery of schedule, quality and scope.
- Tracks Project budget and costs as applicable.
- Ensures documentation of all risks and issues associated with the Project, working with the Project Team to facilitate resolution and timely escalation as deemed necessary.
- Project, working with the Project Team to facilitate resolution and timely escalation as deemed necessary.
- Participates and facilitates relevant meetings, as required.
- Ensures compliance with internal and external policies, security and legal regulatory requirements as applicable. Supports audit exercises when needed.
- Facilitates post-implementation or similar activity and prepares Close-Out Report as applicable.
- Ensures of completion of required documents at the end of the project.

AD-HOC Activities:

- Facilitates as ITG – DMD Lead for ATM Projects, planning, managing and coordinating all projects covering ATM systems and interfaces. Coordinates all updates and on-goings with internal ITG teams and BU as needed.
- Assists as ITG – DMD project arm for any BAU issues and support required by ITG and the Business.
- Facilitates in ITG-DMD PM Training, Enablement and Development activities.
- Active and Recognized Member of ITG-DMD PEP Group handling all People Engagement and Relationship Building activities of ITG.

Achievements & Milestones:

- Immediate promotion to project lead for the Branch Banking Sector – IT Projects.
- Successful Project Implementation:
    - High Regulatory and Tactical Projects (2):
        1. **PCI (MasterCard) Keyblock (TR-31)**
        2. **HSM Upgrade (SafeNET EFT 2 2.3.1 to 2.4.1)**

    - Major Regulatory Projects (2):
        1. **PCHC Check Compliance**
        2. **CASA Limits Payroll & Non-Payroll - Phase 2**

- IT Lead role for High Regulatory and Tactical Projects (2)
        3. **Card Management and ATM Switch Replacement (CMASR)**
        4. **CMASR – Core Banking (CB Release 3 + Host/Systematics) Integration**

Business Project Manager **November 2021 – July 2022**

Health Care Service Corporation – IL USA **8+ Months**

300 E Randolph St, Chicago, IL 60601, United States

(Account | ***Innovative Systems Group (ISG) – Global Inc.***) Salcedo Village, 8/F Adamson Centre, 121 L.P. Leviste Street, Makati, Metro Manila

Responsibilities:

I am the overall project resource supporting multiple (2) GBS Project Management, handling and assisting the Project Manager with project initiation, project in-take documentation, planning and cost estimation, execution and cost management / change management, project monitoring and control, closing and all PMO process gatekeeping as part of control and reporting.

- Perform project management role as assigned.
- Coordinate and communicate project related information to various forums and committees.
- Maintain internal repositories and team room containing all relevant project documentation.
- Schedule / attend / chair project meetings and assist with determination of project requirements and distribute meeting minutes to all project team members.
- Assist the PM in the drafting and issuance of project proposals, budgets, preliminary schedules
- Prepare project organization and communication charts; track the progress and quality of work being performed.
- Use project scheduling and control tools to monitor project plans, work hours, budgets, and expenditures.
- Effectively and accurately communicate relevant project information to the project team.
- Ensure business needs are met in a timely and cost-effective manner.
- Track and manage contemplated change notices and change orders in the project management team room / database.
- Maintain a current knowledge base of existing and emerging enterprise standards, operating procedures, regulatory and guidance documents.
- Maintain accurate documentation and reporting including status, dashboards, and PowerPoint presentation.
- Utilize best practice library document formats that are utilized as a standard internally by our Enterprise Project Management team.
- Assist with other internal or external documentation related tasks as needed.
- Maintain an organized archive of all project documentation and processes with revision control.
- Identify areas of improvement (e.g., process, styles, formats) and support continuous improvement initiatives.
- Create / maintain team room, coordinate meeting logistics, schedule maintenance, risk and issue management, meeting minutes.
- Keep Project Manager and others informed about project status and issues that may impact the project delivery.
- Lead small projects assigned by the client based on individual experience and capabilities.

- As the program evolves and grows, other duties are assigned.

AD-HOC Activities:

- Active member of People Engagement Team (PET) facilitating all People Engagement and Entertainment Events for the ISG – HCSC Account.

Achievements & Milestones:

- Immediate confidence and trust by HCSC Senior Officers to handle 2 Major Government Banking Services for HCSC IL USA.

Project Delivery Head — July 2021 – November 2021

BIZFRAMEWORX Inc. (PLDT Contract) **3+ Months**

3F Unit 21 Cedar Executive Bldg., 1006 Arnaiz Ave., Makati, Metro Manila 1223

Responsibilities:

I am the overall head for the RPA project management of project cost, scope and schedule performance, client project acceptance and satisfaction and the timely delivery of the assigned solution design, handling the quality of work, accuracy and ensuring the applicable discipline is observed to the project and operations streams.

- Perform project management role as assigned.
- Build project plans, manage project scope, schedules and work plans, resources, contracts and costs.
- Manage project key stakeholders and communication.
- Overall head of the RPA Business Analysis workstream.
- Ensures quality of Current State and Target Solution Design process architecture created by the Business Analysts and RPA Developers. This involves IT and RPA teams where they are required to further identify and quantify RPA opportunities.
- In charge of ensuring all requirements are gathered by Business Analysts to build the Process.
- Definition Document (PDD) and Solution Design Document (SDD) used for automation after assessing optimization areas.

AD-HOC Activities:

- Actively organizes team engagement and fun activities to ensure the IT and BAU leads and personnel are productive and satisfied with their jobs.

Achievements & Milestones:

- Successfully implemented RPA Solutions Package 2 to PLDT Inc. – END of CONTRACT

Department Head | Senior Project Manager — March 2019 – July 2021

BANK OF COMMERCE – SMC Group of Companies **2+ Years**

San Miguel Properties Centre # 7 St. Francis Street, Mandaluyong City 1550, Metro Manila

Digital Services Group – Technology Management Division

IT-CCMD Head — February 2021 – July 2021

DSG – TMD – IT Contracts and Compliance Department **+6 Months**

Department Head Promotion | Concurrent IT-PPMD Head

Responsibilities:

I am responsible for ITG Vendor Contracts and Compliance to Audit, Risk, and Legal Regulatory bodies internally and externally to the Bank. I oversee all IT driven initiatives involving Internal Audit and BSP Audit, Legal, and Compliance. I ensure all mandates and requirements by said regulatory bodies are complied with by ITG and aligned with its processes and regulations.

- Develops a comprehensive compliance management strategy for ITG driven initiatives and projects as required by Internal and External Regulatory bodies.
- Manages ITG Internal, External and BSP Audit engagements and ensures ITG is highly compliant.
- Manages and assesses risks and issues related to the project and its operational implications to Audit, Risk and Compliance.
- Formulates compliance procedures and guidelines to satisfy requirements by internal and external regulatory and audit bodies.
- Monitors and controls all active vendor contracts with ITG including but is not limited to ITG projects and BAU operations.
- Oversees the scheduled vendor assessment and accreditation to ensure quality and compliance of Vendor partners to the Bank.
- Facilitates creation of matrices that ensure Vendor KPIs are compliant with internal and external regulatory bodies requirements and is up to par with the industry's best standards.
- Supervises teams of IT Audit, Legal and Compliance Officers and ensures that they can provide the key deliverables needed by IT Audit, Risk, Compliance and other regulatory bodies.

IT-PPMD Head February 2021 – July 2021

DSG – TMD – IT People Performance Management Department +6 Months

Department Head Promotion | Concurrent IT-CCMD Head

Responsibilities:

I am the primary liaison of ITG with HRG. I lead, coordinate and facilitate all functions to Human Resource Manager of the IT Group, and leverage use of my expertise in Data and Information Technology to benefit the employees and ITG.

- Manages and drives all Recruitment and Talent Acquisition Processes and Policies of ITG.
- Aligns with HRG to ensure the correct and most apt candidate required by ITG is speedily recruited and deployed.
- Catalogues and Maintains ITG Employee Information and ensures the data is secured and readily made available upon request of the ITG Leaders.
- Monitors and Drives ITG Employee promotion and career advancement opportunities, ensuring there is growth for the employee and the ITG teams.
- Facilitates and handles all Resignation and Turn-Over Processes for ITG and coordinates with HRG.
- Maintains Workforce Management Reporting and Reporting Management of personnel and career and skills profile for ITG utilization and if required other Business Units within Bank of Commerce and the SMC Corporate Ecosystem.
- Organizes People Engagement Activities and Events, ensuring ITG is fun and active.

Senior Project Manager (Solutions Delivery) March 2019 – July 2021

DSG – Project Management Division 2- Years

Responsibilities:

I am responsible for end-to-end managing and overseeing Bank IT and Process projects under the direction of Senior Management. My project ranges from bank automation, process improvement, technology upgrades, and any other endeavor for Bank Innovation. I assist in performing various activities related to administrative, compliance, and internal affairs for multiple Business Groups.

- Ensures accepting complete responsibility as well as accountability for solution management projects.
- Develops and manages budget evaluation and report with regard to projects.
- Develops and manages project plans along with responsibilities related to the plan.
- Attains approval, track, update, and report management.
- Manages and assesses risks and issues related to the project and its operational implications.
- Ensures to define roles plus responsibilities throughout the entire team member involved with the project.
- Prepares capacity and resource plan as well as allocate resources.
- Performs as a channel for internal communication.
- Heads responsibility for complete team performance.

- Supervises directly to all employees in the Technology and Business sectors of the bank pertinently to assigned projects.
- Involves business clients early during building solid relationships.
- Ensures pushing RDS value upstream while establishing business direction.
- Develops and manages direct relations with main stakeholders as well as subject matter experts.
- Ensure business solutions are commensurate with goals as well as priorities. Analyzes data as well as interrupt data focused on enhancing service delivery.
- Identifies and interprets customer requirements mainly for solutions as well as services.

Ad-Hoc Activities:

- Advises managing and monitoring all project and change requests associated with Wholesale/ Corporate and Retail Lending, Legal Management and associated Digital Transformation efforts.
- Facilitates as a Primary Risk Management Lead for the entire PMO Division. Advises, assists and monitors all projects of risk management efforts. Maintains and catalogues the Core Risk Database for all bank projects and change requests.
- Manages all internal, external and BSP Audit requirements and reports for projects and associated activities on Wholesale/ Corporate and Retail Lending, Legal Management and associated Digital Transformation efforts.
- Facilitates as SME and Lead for the PMO Framework and guides/trains other project managers in the PMO processes, documentations/requirements and project management disciplines (PMP, CAPAM, Prince2, AGILE/Scrum).

Achievements & Milestones:

- Swift transition from NEW Project Manager to Program Lead (Consumer Lending) for a Php 1.1 billion Digital Transformation – Wholesale Banking Portfolio for the Bank in a span of 3 months.
- Program Management for the entire Loans Sector of Bank of Commerce (Wholesale/Retail) Banking Transformation, yielding Project Cost Savings +/- Php 5 MM by the end of Q2 2020.

PMO Lead Practitioner | Project Manager — May 2018 – November 2018

ACCENTURE Inc. — **6+ Months**

Robinsons Cybergate Towers 1, 2 And 3, EDSA cor. Pioneer Street, Mandaluyong City, Manila, Metro Manila, Philippines, 1554

(Contract | ***BenEdictio Inc.***)

Salcedo Village, 8/F Adamson Centre, 121 L.P. Leviste Street, Makati, Metro Manila

Responsibilities:

I Lead and Manage cross-functional teams and is responsible for the overall project management and planning activities for Accenture PH Finance. I handle all business aspects of the requirements and analysis, design and development, deployment and stabilization phases of finance projects.

- Performs requirements gathering and analysis; and develops and implements test plans to ensure successful delivery of a project.
- Accurately determines, assign, track and manage project tasks, activity, documentation and time information per internal standards.
- Responsible for making day-to-day decisions regarding business process and systems functionality as it relates to the current project.
- Responsible for the end-to-end delivery of key projects that support the team.
- Management of projects with a clear set of deliverables, approved budget, assigned resources and agreed timeframe. Projects are stand alone and part of a larger project / program.
- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements.

Ad-Hoc Activities:

- Administrative and Business roles: Events Organizing, Training Management, Access, Systems, Facilities and Equipment Requisitions.
- SharePoint management, library upkeep, and records tracking.
- Daily Finance support and reporting via F2F Meeting, Skype, and MS Teams Meetings.

Achievements & Milestones:

- Completed Mapping-Out Social Tax and Statutory Remittance for Expatriates. ● Project Management and Business Analytics training to finance teams.
- Completion of several training courses, courses and curriculums on MyLearning, Policies and Finance Processes.

OPTUM GLOBAL SOLUTIONS – UnitedHealth Group

October 2012 – August 2017 **5+ Years**

6,7,8,9 & 10th Floors, Science Hub, Tower 1,
Block 38 Campus Avenue Corner Turin St. Corner Campus Ave., McKinley Hill Town Center, Fort Bonifacio, Taguig City 1634 Philippines

IT Service | Infrastructure Project Manager — October 2015 – August 2017

Job | Salary Grade Promotion **2 years**

Responsibilities:

I am Responsible for coordinating and managing PMO activities for multiple businesses, finance and SAPtechnical leads for a complex multi country finance project, impacting business processes as well as system changes.

- Plans, conducts and manages mission critical project meetings (includes but not limited to capacity planning, resource allocation, workforce utilization and continuity planning) Triages incidents and follow-up with relevant team (includes escalation as required).
- Assists the program leads in organizing and tracking budget activities and project communications. Maintain a detailed project plan and manage the issues and /or action logs as well as other project deliverables.
- Develops and updates executive demonstrations, assists and supports leadership presentations and reports on project outcomes and status.
- Provides technical support and liaison to users for project matters and tools, working closely with the administrative staff and operations team.
- Assists and leads local and global archiving projects
- Leads the development and maintenance of Service Levels with internal and external Customers.
- Ensures the development and maintenance of the IT Services Catalogue
- Leads Program Delivery for developing SLAs with the project teams for operational handover
- Maintains the Operational Manual – ensuring it is up to date.
- Maintains the IT Services Balanced Scorecard.
- Ensures the coordination of and compliance to client Service Level Agreements (SLAs)
- Ensures the coordination of and compliance with IT /Business Operational Level Agreements (OLAs).
- Collates, evaluates and reports defined IT SLAs and OLAs.
- Assists in issue resolution, incident reporting, and escalation and communication processes
- Assists in the development and execution of communication interfaces between IT and Business.
- Other duties as requested by the Senior Infrastructure Project Manager and Director as required.

Ad-Hoc Activities:

- Administrative and Business roles; Payroll; Software, Hardware and Access requests, procurement and tracking.
- Report generation and submission. This includes business data analysis, audits, and process improvement.
- SharePoint management, library upkeep, and records tracking.
- Daily IT BAU supports and reporting via Teleconferencing.
- Facilitates all people engagement events and activities for the IT PMO Services Department.

Achievements & Milestones:

- Promoted from project coordinator to project management lead (Tower: IT Operations - Excellence and Reporting)
- Highest MAP or Performance Evaluation: 5 (Perfect) – Promotion/Salary upscale
- Recipient of Multiple Awards (Diamond, Ruby, Topaz) monetary inclusion
- Facilitated creation/improvement of processes that yielded costs savings (profit) o SP and SD / Data Management – $196,000+(per annum) o MSO HIX Project Support - $500,000+ (per annum) CSO HIX Project Support - -$80,000+ (per annum)
- Created several internal process and policies that optimized team performance
- PM coordinating Six Sigma projects, Process Trainings and Business Relations.
- Designated primary technology liaison between six sigma consultants, project managers, and IT managers.
- **LEAN Project Certified**
- **Six Sigma - Green Belt trained**.

IT Operating System | Database Analyst — March 2014 – September 2015

Job | Salary Grade Promotion | Pioneering Team — **1+ years**

Responsibilities:

I am Responsible for maintaining the integrity and performance of company databases and guarantee that data is stored securely and optimally. I Inform end users of changes in databases and train them to utilize systems.

- Batch alert monitoring and Job processing via manual or automated schedules.
- System console monitoring, support, coordination, and escalation.
- Reviews, analyses, and modifies programming systems including encoding, testing, debugging, and installing Datacenter systems.
- Evaluates system specifications, input/output processes, and working parameters for hardware/software compatibility.
- Skilled in Automated Schedulers, Batch and job processing, FTP protocols, Unix, Wintel, network and operating system.

Ad-Hoc Activities:

- Administrative and Business roles; Payroll; Software, Hardware and Access requests, procurement and tracking.
- Reports Generation and Submission (Audits, Data Analysis, Process Improvement).
- Manila SPOC (Off-shore Team).
- SharePoint management and records keeping.
- Daily systems status turnover and reporting via Teleconferencing.
- Knowledge, management and support of several systems such as; TWS, Job Scheduling Console - Oxford-Maestro, Service-Now, HPSM, ITG Requests and Release Services, Reflections Workspace: VMS, Reflections FTP: Autosys GLHP, OVO and several others.

Achievements & Milestones:

- Speedy and Consistent adaptation and deployment on Distributed Operations systems and platforms
- Good, Consistent and Quality MAP Performance and Evaluation
- **RSA Level 2 CERTIFIED**
- **CCNA Switching & Routing – Certified Professional**
- Attended and Certified on several Webex and Class-Room Trainings
- Completion of several trainings, courses and curriculums on Learn Source

Senior IT Helpdesk Support — October 2012 – March 2014

Pioneering Team — **1+ years**

Responsibilities:

I am Responsible for supporting UHG Internal and Contractual Executives and Staff. I provide IT and Electronics process support and can facilitate general to specific Hardware, Software, Network support and Remote-Control Operations.

- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolutions in logs.
- Follow up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team. Identify and suggest possible improvements to procedures.

Ad-Hoc Activities:

- Communicates effectively with a broad array of people ranging from Non-IT Global Corporate Personnel and Executives to Systems and Database Specialists
- SME, Champion and Coaching Roles for all analyst ranks with relative Reports Generation and Submission tasks.
- Software Development, Quality Analysis, and Project Management Roles as Process Champion.
- Knowledge, management and support of several systems such as; Avaya CMS, VCC Desktop, CUPC, HPSM, Remote Desktop, PCOMM, Secure, Windows, Windows Server, OAC, MAC, and several others.

Achievements & Milestones:

- **Top Analysts' Roster** - Pioneering batch trainings participant
- Speedy and Consistent transition from Password - Status - Incident/Standard - Telecommuter - Web Portal trainings (Level 1 to Level 5)
- Facilitated QA, Coaching and Trainings while performing minor level 5 support
- Good, Consistent and Quality IT Performance and Evaluation
- **SIX Sigma (White Belt) CERTIFIED**
- Completion of several trainings, courses and curriculums on Learn Source

IT Helpdesk Support — August 2011 – October 2012

Cognizant Technology Solutions Inc. — **1+ Years**
8/10 Upper McKinley Bldg., McKinley Hills, Taguig City

UNION BANK OF SWITZERLAND (UBS)
Pioneering Team

Responsibilities:

I am Responsible for providing technical assistance and support related to computer systems, hardware, or software. I respond to queries, run diagnostic programs, triage and isolate problems, and determine and implement solutions.

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.
- Write training manuals.
- Train computer users.
- Maintain the daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Ask questions to determine the nature of the problem.
- Walk customers through the problem-solving process.
- Install, modify, and repair computer hardware and software.
- Clean up computers.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure the issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.

Achievements & Milestones:

- Converses effectively with Global Clients and Executives
- Consistent Top performance and Scores
- Reports Generation and Submission (Team Metrics, Ticket Management and Monitoring)
- **IT IL v3 – CERTIFIED**
- **A+ and N+ CERTIFIED**
- **Top Analysts' Roster**
- Good and Quality FLS (First-Level-Support) Employee Performance and Evaluation

Internship Experience

SEO | Web | IT Support **Oct 2009 – June 2010**

KMC MAG Group Inc. **7 Months**

21B Rufino Pacific Tower, 6784 Ayala Avenue

Internet Marketing Department

Responsibilities:

- **SEO** (Search Engine Optimization)
- **CMS** (Content Management System) via UMBRACO
- **Computer Software / Hardware Support**
- **IT Support**
- **Call Center / Office Space Setup**
- **Accounting and Procurement**

Ad-Hoc Activities:

- Coordinator and POC on transactions and Business Plans as Computer and Network Asset Management and Deployment specialist
- Communicates well and clearly with Corporate Clients, Foreigners and Executives
- Daily Status Report submission

Achievement & Milestones:

- **Best in Leadership and Technical Knowledge**

EDUCATIONAL PROFILE

PROFESSIONAL CERTIFICATIONS

CCNA Certified Professional
Certified Cisco Network Associate (Routing & Switching) 2017 – 2022
Mapua Institute of Technology - Makati

Spanish Proficiency Level 1
Basic Spanish Language and Culture for Different Vocations 2013 – 2014
TESDA (Technical Education and Skills Development Authority)

GRADUATE STUDIES

MBA (Masters in Business Administration) 2017 –2023
DLSU-D (De La Salle University – Dasmariñas) **3.67 (94.5)**

GSB Council | **President**

BACHELOR'S DEGREE

BT-IT (Bachelor of Technology in Information Technology) 2007 – 2011
TUP-T (Technological University of the Philippines – Taguig) **1.69 (90.0)**

GRAYHAWK Leadership Prestige Award | CUM-LAUDE

Vocational Course
Com-Tech (Computer Engineering Technology) 2007 - 2010
TUP-T (Technological University of the Philippines – Taguig) 1.77 (87.7)

Graduating Officers | **President**
Student Council | **Secretary General**

SECONDARY EDUCATON

Manila Science High School 2003 – 2007
With Honors 86.8

PRIMARY EDUCATON

Anne Claire Montessori 1997 – 2003
3rd Honorable 89.9

SKILLS

Notable Characteristics

- Servant Leader
- Communications
- Active Listener
- High Accountability
- Interpersonal / Social
- Goal Oriented
- Empathetic Leadership
- High Performance
- Adaptability
- Sincerity
- Integrity
- Conscientiousness
- Open-mindedness

Business & Soft Skills (Strengths):

- Leadership and Strategy
- Data Analytics, Statistics and Research
- Critical-Thinking
- Proficiency in Decision-Making
- Analytical and Problem-Solving
- Marketing and Branding
- Documentation and Reporting

Technical Trainings:

- PMP (PMI) Project Management
- AGILE / Scrum in Project Management
- Prince2 Project Management
- PMO via CAPAM
- Organization Behavior and Management
- Corporate Social Responsibility
- Financial Accounting
- Managerial Accounting
- Six Sigma (Green-Belt Trained)
- LEAN Certified
- ITSM (IT Service Management)
- ITIL (IT Infrastructure Library)
- A+ Computer Hardware
- N+ Networking
- CCNA Switching and Routing
- Certification - Cisco Academy version 5
- Windows Server Management and Administration
- Database Management
- COBIT
- AML/CFT BSP Supervised Training

Seminars and Special Trainings:

- Law of Attraction and its Effective Applications
- Multiple Computer and IT Meetings, Conferences and Seminars
- Multiple Student Organization Leadership Meetings, Conferences and Seminars
- Multiple TUP Governance Meetings, Conferences and Seminars
- Eight Habits of Highly Effective People
- Outstanding Students of the Philippines – NCR Youth Hours

Extra-Curricular Achievements & Milestones:

- Graduating Class Batch 2010 Officers: **President**
- Federation of Student Councils and Governments: **OIC – President / Secretary General**
- TUP-T Supreme Student Council Inc.: **Secretary General**
- World Collegiate Association for Research of Principles: **Collegiate Ambassador for Peace**
- Peer Facilitators Group (PFG): **Vice President for Internal Affairs**
- Manila Technician Institute Computer Society: **Presidential Consultant** Book Club Society: **Technology Representative**

REFERENCES

References can be given upon request.

I hereby certify that the above information is true and correct based on my knowledge and concern.

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NIÑOWELL CERVAN P. TIGLAO