

PRINCESS M. ROSETE

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PROFESSIONAL SUMMARY

- IT Analyst with 8 years of experience in development and support activity.
- Graduated Bachelor Degree in Information Technology.
- Proficient in Windows OS 7, 8, 10; MySQL and Oracle database; and HTML, Appian and ServiceNow Discovery Module.
- Trustworthy, reliable, and proactive; quick learner and requires minimal supervision; and equally successful in both team and self-directed setting.

PROFESSIONAL EXPERIENCE

ACCENTURE (Acquired by AIG - AMERICAN INTERNATIONAL GROUP INC.)
Muntinlupa City, Philippines

IT Analyst (Level 6/ ML 9 (ACN)) September 2018 - Present

- Investigation and Admin work in ServiceNow tool, focusing on the Discovery module.
- Do some code modification in ServiceNow Discovery Pattern.
- Responsible on ticket handling and daily activities like handling incidents and request tickets, monitoring & maintaining mid servers.
- Responsible on installing and maintaining health of Mid server.
- Responsible on creating and maintaining ServiceNow Discovery schedules.
- Managing SnowMirror Application, Application server and Database server.

IT Analyst (Level 7) December 2016 – September 2018

- L1, L2, L3 Application support using Appian workflows.
- L1, L2 support in SharePoint applications.
- Answer any questions and concerns of end users/customers.
- Educate customers about the things they should know about the application.
- Performs AVP testing in all applications.
- Create Project Plan and perform overall testing of application.

ACCENTURE
Makati City, Philippines

Software Engineer Analyst August 2016 – December 2016

- Development and Application Support using ServiceNow tool.
- Answer any questions and concerns of end users/customers.

YONDU INC. DEPLOYED AT GLOBE TELECOM
Mandaluyong City, Philippines

Junior Software Engineer August 2014 – January 2016

- Develop Business Process Management (BPM) applications from Appian.
- Performs support, issue handling and investigation on existing/developed systems.
- Attends to customer complaints/issues in a fast and efficient way.
- Perform bug fixes and support on QA testing.

TECHNICAL SKILLS

OPERATING SYSTEMS: Windows 7, 8, 10; MAC OS

DATABASES: MySQL, Oracle

LANGUAGES: HTML, SQL, JavaScript, Appian

CERTIFICATION

- ServiceNow Certified Implementation Specialist – Discovery, October 2023
- ServiceNow Certified System Administrator, July 2023
- ITIL Operation Support and Analysis, September 2017
- ITIL Foundation, Feb 2017

EDUCATION

Philippine Christian University, Manila City, Philippines

- Bachelor of Science in Information Technology (BSIT), April 2014

TRAINING

NovaED IT Training Services (Internship)

Java Developer Trainee

2013 – April 2014

- Completed 6 months comprehensive program specifically on Java development covering the following:
Java SE, Java EE, MVC, Hibernate, HTML, SQL and CSS.

Makati City, Philippines

November

Business Essential Skills Trainee

2013 – April 2014

- Completed the NovaED BEST which covers Effective communication, Having the right attitude, and Personality Development

November

ServiceNow Boot Camp

- Completed 1 month training about ways and techniques in development using ServiceNow platform.

Makati City, Philippines

August

Improving Personal Productivity

- One Day Training that covers ways to be productive
January 2018
at work and in personal organization.

Taguig City, Philippines

Problem Solving and Decision Making

- One Day Training that covers techniques on how to handle
June 2018 problems in general and finding the root cause of the problem.

Taguig City, Philippines

CHARACTER REFERENCES

Available upon request.