

Lorenzo Sanchez Bercasio

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Nationality/Work Visa: Filipino/EP | Availability: 1 month

PROFESSIONAL SUMMARY

- Customer Success Architect for OpenShift Cloud Services in Red Hat APAC Region. With 15 years of experience in managing and maintaining operations in areas such as CRM, OpenShift, Project Management, DevOps and Data Visualization in industries relating to Telecommunications and Consumer Goods & Products sectors. Diverse professional experience in international settings in Singapore and the Philippines with exposure in supporting CRM for 11 European countries.
- Domain expert in Siebel CRM Application and experience in supporting middleware applications, with good understanding in DevOps processes, and practical experience in OpenShift administration for the microservices implementation and Ansible Administration and Automation. Proven abilities in leading and working with high-performing, multi-cultural and cross-functional teams in the delivery and deployment of multiple remote and on-site projects.
- A persuasive communicator with strong relationship management skills, liaising with vendors, development teams, business users, and executive management while managing change resistance in using technology to develop simple yet transformative business processes that ultimately bring about sustainable business and organisational growth.

AREAS OF EXPERTISE

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|----------------------|---------------------------------------|----------------------------------|
| • OpenShift | • Automation | • Team Supervision & Development |
| • CRM | • Data Visualization | • Detail-oriented |
| • DevOps | • Stakeholder Relationship Management | • Effective Communication |
| • Project Management | | |

TECHNICAL SKILLS

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| • RedHat OpenShift/Kubernetes | • Data Virtualization/Denodo | • Project Management |
| • Cloud/AWS/Azure | • RPA/UIPath | • SQL/Toad/SQLPlus |
| • Oracle Siebel CRM | • Linux/Windows Server | • Power BI |
| • Ansible/Ansible Tower | • Microsoft Office Suite | • Git/GitHub/GitLab |
| • Jenkins | • SharePoint | • Splunk |
| • PowerShell/Batch Scripting | • Oracle Databases | • HTML/WordPress |
| • DevOps/CI/CD Pipeline | • Neo4J | |
| • Docker/Podman | • Visualization and Reporting | |

CAREER HISTORY

Red Hat APAC

Oct 2021 – Present

Customer Success Architect, Cloud Services, Customer Success

Responsibilities:

- Assisting customers to get started with Red Hat OpenShift on public cloud, integrate with their enterprise IT and migrate existing workloads.
- Develop and maintain trust relationship with customers and partners, rapidly understanding customer's business, technical needs and required outcomes.
- Advocate for innovation and early adoption of cloud technologies.
- Deliver technical and practical led engagements, translate technology-based concepts into actual customer implementable solutions.
- Engage with Red Hat internal teams, customers and partners to ensure positive cloud technology on boarding experience.
- Continuously stay up to date on and as Red Hat and ecosystem technologies change.

PCCW Solutions Singapore

Sep 2020 – Oct 2021

Senior System Administrator | OpenShift Administrator

Responsibilities:

- Maintain and support CRM System and its middleware, batch architecture and retail applications for StarHub.
- POC for application and system incidents, closely monitor production system alerts.
- Establish effective operational processes for micro-services implementation.
- Maintain and upgrade 2 OpenShift Clusters (Production and Non-Production) and 3 Ansible Tower (Production, Non-Production and AWS).
- Build, test, improve and maintain CI/CD Jenkins Pipelines for micro-services applications.
- Implement automation and create Ansible playbooks.
- Serve as GitLab Administrator, Siebel CRM Administrator and SME.

Key Contributions / Career Highlights:

- Developed a File System Archival to move orphaned application attachments to a separate archival File System, which freed up significant storage space in the production environment and improved system performance.

StarHub Inc.**Dec 2012 – Aug 2020****Lead System Analyst****Responsibilities:**

- POC for Siebel Upgrade & Monitoring Replacement, Online Store Performance and Load Testing, OpenShift Implementation, Ansible Tower Set Up and Implementation, Ansible – CyberArk Vault Integration and Ansible – OpenShift implementation.
- Define project scope & activity plans and coordinate with stakeholders on tasks, documentation, risks and issues.
- Source for vendors, assess quotations to select vendor, prepare RFP and review contracts.
- Monitor vendors' deliverables and performances, and track invoicing & payment milestones.
- Analyse data and perform tests, debugging, audits, disaster recovery and problem resolution.
- Maintain and update technical documentation for software and systems.
- Evaluate technology solutions and propose ideas to improve system operations.
- Integrate and maintain IT systems, replace monitoring system for the CRM, including PoC, software procurement, design, test and implementation.
- Test the system upgrade connection and install new applications in the implementation of the Siebel CRM upgrade
- Analyse data trends to identify threatening events/issues and create a capacity planning worksheet to consolidate metric data from different systems.
- Conduct technical troubleshooting and debugging, assist with issues resolution and identify application design flaws to optimise SDLC.
- Evaluate the application functions and design and make recommendations for change.

Key Contributions / Career Highlights:

- Special Performance Bonus Award for 2017 & 2018 for value creation and continuous improvement initiatives.
- Managed the implementation of Siebel upgrade and successful on-boarding of Ansible Towers and a new application monitoring tool; coordinate across stakeholders to resolve issues and manage tests; document progress and results accurately.
- Developed a Self-Service Application Portal for application teams to enable troubleshooting & tracing of transaction failures through different applications systems, which significantly decreased manpower needs and improved turnaround time for root cause analysis.
- Created in-house monitoring with SMS alerting mechanism to offset alerting requirements that weren't supported by our commercial monitoring tool.
- Reduced manhours by creating Automated Environment Shakedown to test environment readiness after every application refresh and cloning activities.
- Consolidated individual scripts into a single-button click activation with Disaster Recovery Automation to enable and disable DR Systems via a Web Application.

Emerio GlobeSoft Pte. Ltd.**Nov 2010 – Nov 2012****Siebel Consultant****Responsibilities:**

- Siebel Administrator for StarHub's CRM System, provide system support & maintenance, respond to system-generated events, monitor servers & components, processes and performance.
- Maintain CRM system and its middleware, batch architecture and retail applications.
- Analyse trends to identify events/issues that threaten the performance and conduct timely resolution & documentation

- POC for CRM annual audits, generate user access matrix & list for auditing purposes and ensure all audit recommendations and security standards are implemented.

Key Contributions / Career Highlights:

- Built an in-house application monitoring system from scratch with consolidated visual dashboards and alert mechanism for all non-production application environments, improving monitoring and issue detection and cost-savings from using commercial monitoring tools.
- Managed Siebel Servers Windows 2008 Upgrade Project, including cross-functional scheduling, documentation of plans & issues, performance test and ensure working and connected interfaces after the server upgrade.

Accenture [Philippine Delivery Center]

Jun 2006 – Nov 2010

System Analyst | Team Lead | Minor Enhancements and Special Projects POC | CMMI-CI Lead

Responsibilities:

- Lead the application maintenance and support for 2 Siebel CRM Implementations used in 11 European countries.
- Resolve incident on CRM, including database issues & inconsistencies and interface issues between SAP and Siebel CRM.
- Review the problem management register and identify the root cause to plan the most effective resolution actions.
- Collaborate with operation teams and users to create new functionality or modification/improvement on existing ones.
- Oversee the offshore team's daily operations and analyse the daily functionality of the CRM system and middleware applications.
- Gather requirements & documents, prepare project estimation, technical design, test case and implementation plans.
- Lead continuous improvement for CMMI processes to solicit, identify and implement enhancement proposals.
- Mentor juniors and new hires on supported applications and attend to user requests.

Key Contributions / Career Highlights:

- Achieved Project *Likha* Award for introducing continuous improvements, addressing challenges and creating reusable solutions.
- Implemented continuous improvement processes for the offshore team in PH and onshore team in the UK.
- Developed Work Log Templates and Standards for incident history logs to ensure accurate and complete logging of information in the Incident Management System, which has significantly improved the readability of incident logs.
- Created Document Repository and standardised Lessons Learned documentation for the team.

PROFESSIONAL CERTIFICATIONS / COURSES / TRAININGS

AWS Certified Cloud Practitioner, AWS	2022
Microsoft Certified: Azure Fundamentals, Microsoft	2021
UX Design Bootcamp, Vertical Institute	2021
Project Management Best Practices (PMI), iKompass, Project Management Institute	2021
RedHat Openshift Administration II, RedHat	2021
IT Automation with Ansible - Advanced Level, Tertiary Infotech	2021
Advanced Kubernetes Training, Tertiary Infotech	2021
AWS Technical Essentials, AWS	2020
AWS Developer Associate, SimpliLearn	2020
Data Virtualization - An Introduction, Denodo	2020
CompTIA Linux, SimpliLearn	2019
Business Analyst Training, UiPath	2019
RPA Starter Training, UiPath	2019
AWS Cloud Practitioner Essentials, AWS	2019
Oracle Database 12c: Fundamentals for Developers and System Administrators, Oracle	2019
Automation with Ansible, RedHat	2019
Python Programming, Radix Systems	2017
Data Visualization with D3.js, Tertiary Infotech	2017
Tackling the Challenges of Big Data, MIT @ eDX	2015
Business Analytics, EduPristine	2015
Automating Administration with Windows PowerShell, NetAssist	2013
IT Information Library Foundations Certification (ITIL), Hewlett-Packard	2012
ITIL® V3 Foundation Certified, EXIN	2012

EDUCATION

Bachelor of Science (Computer Science), Ateneo de Naga University (Naga City, Philippines)	2006
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