

CHRISTIAN LYOD E. ARE

Application Support Engineer/Specialist

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PROFILE SUMMARY

Experienced and driven Application Support Specialist with a proven ability to resolve complex issues, reduce downtime, and ensure system stability in fast-paced environments. Collaborative, proactive, incident resolution, production-critical environments, focused on improving reliability and team efficiency through effective support and communication.

WORK EXPERIENCE

Yondu Inc. | BGC, Taguig

Mar 2022 - Present

Project Name: *Globe ISG - Enterprise Service Operations*

Role: *Application Support Specialist*

Project Description:

- Monitored and maintained critical production systems, ensuring 99.9% uptime and consistent service delivery.
- Resolved technical issues through ServiceNow and Jira, focusing on rapid response and clear documentation of root causes.
- Optimized AWS services to support scalable, secure, and reliable infrastructure.

Project Name: *Globe DGT - (NG1) New Globe One*

Role: *Application Support Specialist*

Project Description:

- Assists the Application Support team in ensuring 24/7 operations that includes monitoring and maintenance of all live services, platforms, and gateways.
- Ensure that service incidents should be acknowledged, resolved, or escalated according to Service Level Agreement (SLA). Perform follow-ups until resolution.
- Tools: Postman, Notepad++ ; CMS (Content Management System) - Drupal, Magento ; BrowserStack, LotusFlare

Project Name: *(DMS 2.0 IVY Mobility) Alaska Milk Corporation / Friesland Campina Philippines*

Role: *Implementation Rollout Specialist*

Project Description:

- Assist and train all users of the supported application across all Alaska distributors in the Philippines in production and user acceptance testing processes
- Ticket Management - Jira

Project Name: *Mynt - Gcash*

Role: *Application Support Engineer*

Project Description:

- Ensure smooth transition and supportability of both new and existing applications in production and maintain updated support documentation.
- Ensure support KPIs are either met or exceeded individually and as a team. Strategize and implement plans for team excellence and continuous improvement.

VonClaro Inc. | Canada

Aug 2021 - Mar 2022

Project Name: *VonClaro Websites*

Role: *Junior Web Developer*

Project Description:

- Assisting in the design, development, and maintenance of websites, collaborating with senior developers and designers to implement web functionalities, and actively learning new technologies while working under close supervision to deliver projects according to specifications.
- CMS (Content Management System) - Wordpress

Ascent Solutions | Parañaque

Jul 2020 - Aug 2021

Project Name: PADLAB (Philippine Airport Diagnostic Laboratory) & Company Website

Role: Junior Developer

Project Description:

- Technology used: Jasper Report - collaborated with the lead developer of this application and created test result certificates for RT-PCR, Antigen, Antibody and Virus Neutralization tests.
- Programming Language: Laravel, Vuejs ; Php, JavaScript, CSS - Bootstrap
- Develop and implement new software programs, maintain and improve the performance of existing software.
- Creates and Maintains Unit tests before endorsing the application for QA Test and handles project source code repositories.

JXM Technology Solutions Inc. | Makati

Apr 2019 - Jul 2020

Junior Software Engineer

- Develop and implement new software programs, maintain and improve the performance of existing software, test and maintain software products to ensure strong functionality and optimization.

SQA (Service Quality Agent)

- Configure microprocessors that will be deployed for Globe's CPE tests, update and develop application that will automate the networking testing of Globe's CPE.

JXM Technology Solutions Inc. | Makati

Jan 2019 - Apr 2020

(Internship) - Database Admin

- Analyze data based on field tests of site engineers, test functionalities of developed softwares to comply with Globe's test tools.

SKILLS & TOOLS

- Laravel
- Vuejs
- Javascript
- HTML
- PHP
- CSS - Bootstrap
- MySQL
- ServiceNow
- Jira
- Grafana
- Figma
- Drupal & Magento
- AWS - Cloudwatch
- (DMS) Workbench & Postgres

EDUCATION

Bachelor of Science in Information Technology

Adamson University - 2019

REFERENCES

- Available upon request.