



PROFILE

Innovative IT manager with 10+ years' experience leading cross-functional teams and driving digital transformation across IT infrastructure, ERP systems, networks and security. Skilled in implementing strategic technology initiatives, fostering high-performing teams and delivering measurable business impact.

PROFESSIONAL EXPERIENCE

EIS/IT Manager, Business Systems and Applications

2021 – Present

Franklin Baker Company of the Philippines · Manufacturing · San Pablo City, Laguna

PRIMARY FUNCTION

- Leads the strategic management, development, customization and technical oversight of business systems and applications, particularly ERP, ensuring optimal performance, security and reliability.
- Serves as the organization's subject-matter expert, aligning systems with business requirements through continuous improvement, solution design and effective issue resolution.
- Evaluates and integrates new technologies, providing technical leadership for efficient implementation and ongoing optimization.
- Leads the overall Plant IT function, aligning IT operations and infrastructure with plant operations and organizational goals to support efficiency and business continuity.

RESPONSIBILITIES

- Manages ERP and business systems, including development, customization and administration, ensuring system reliability and optimal performance.
- Ensures data security, confidentiality and integrity through access controls, policies and compliance with company standards.
- Leads the evaluation, selection and integration of business systems by defining requirements (BRD) and assessing feasibility with the existing IT environment.
- Collaborates with stakeholders and vendors to drive system improvements and deliver projects successfully.
- Oversees system testing, validation and deployment, recommending enhancements where necessary.
- Manages day-to-day operations of business systems and supporting infrastructure: monitoring, maintenance, backup and issue resolution.
- Plans and coordinates system projects to optimize efficiency, minimize operational impact and support business growth.
- Develops system documentation, user procedures and training programs; drives continuous improvement and recommends new technologies.

EIS/IT Assistant Manager, System Administrator

Dec 2015 – Dec 2020

Franklin Baker Company of the Philippines · Manufacturing · San Pablo City, Laguna

Developed, managed, installed, maintained and modified business applications, integrated programs and communication systems. Analysed user requirements and recommended applications or modifications. Helped implement ICT policies and plan major infrastructure changes.

- Investigated user issues, identified root causes and proposed solutions.
- Analysed project proposals to identify potential problems and recommend optimal approaches.
- Participated in developing, implementing, installing and testing software applications.
- Managed software licenses company-wide and implemented network security per corporate IT policies.
- Oversaw IT purchasing and budgets; provided IT support and orientation to staff across all departments.
- Administered servers, endpoint antivirus, firewall, databases, security, access control, CCTV and telephone systems.

IT Supervisor

Aug 2011 – Dec 2014

Franklin Baker Company of the Philippines · Manufacturing · San Pablo City, Laguna

Managed and administered servers, network and applications, including backup server, UTM and AD/DHCP across all company sites; Office 365 system administrator. Developed, installed, maintained and modified business applications, integrated programs and communication systems.

IT Technical Support and Operations Analyst

Jan 2007 – Aug 2011

Franklin Baker Company of the Philippines · Manufacturing · San Pablo City, Laguna

Data Analyst

Toyota Autoparts Philippines · Sta. Rosa, Laguna

Apr 2005 – Sep 2006

Intern and Student Assistant

International Rice Research Institute (IRRI) · Los Baños, Laguna

Jun 2004 – Feb 2005

TECHNICAL SKILLS

- **ERP systems:** GP, NetSuite and Acumatica implementation, management and optimization
- **Data management & analytics:** data collection, analysis, visualization and business intelligence
- **Cloud & infrastructure:** cloud computing, virtualization, server administration (AD/DHCP/DNS)
- **Storage & disaster recovery:** backup, restoration and DR planning for critical systems
- **Project management:** planning and executing business system and application projects
- **Hardware & software administration:** deployment, inventory, maintenance and optimization
- **Internal auditing:** IT and system auditing, policy compliance and process improvement
- **Software development & integration:** coding, programming and system integration for business applications
- **AI & emerging technologies:** AI fundamentals and practical application in business processes
- **Network & security:** network infrastructure, cybersecurity, compliance and IT auditing
- **IT service & support:** end-to-end IT service management, troubleshooting and user support
- **Communication systems:** voice and email administration, VoIP and collaboration platforms
- **Physical security:** CCTV, access control and facility security systems

PROJECTS & ACCOMPLISHMENTS

ERP systems (NetSuite & Acumatica)

- Modules: order-to-cash, customer management, finance & accounting, inventory control, procure-to-pay, vendor management, manufacturing, support and project management
- Business intelligence: dashboard BI and financial reporting
- Customization & scripting: internal controls, new records and transactions, fields and sublists, generic inquiry and report customization
- Workflow and approval processes
- System administration, configuration and setup

Web & digital solutions

- Franklin Baker website management
- QR code and certificate of authenticity (COA) generation
- E-auction system implementation
- Geo-tagging monitoring and BI dashboard for nut sourcing

Leadership & operational roles

- Business Application Technical Lead
- Internal Quality Auditor
- Operational Excellence Apprentice
- Food Defense Team Leader / Chairman
- Grievance Committee Chairman

IT & infrastructure systems

- IT helpdesk, ticketing and inventory management
- Queue management system
- Truck scale weighing system
- Maintenance management system
- Warehouse management system
- CCTV and access control systems
- VoIP and communication systems
- Microsoft Office 365 deployment and implementation
- Standardization of network infrastructure

HRIS & employee systems

- Self-service module development and deployment
- Attendance, payroll and employee information systems

Academic awards

- Best in Thesis (2nd place), SY 2004–2005
- 2nd place, Web Page Design, SY 2004–2005
- 2nd place, Programming Contest, SY 2004–2005
- 1st place, Turbo Pascal Programming, SY 2001–2002
- Best Programmer, SY 2001–2002
- GASTPE scholar, Certificate of Award for Academic Excellence, SY 2001–2005

TRAINING & CERTIFICATIONS

AI & data analytics

AI Fundamentals Power BI Fundamentals

Predictive Inventory Management

Software development

SDLC Java Programming: Hands-On Python Bootcamp

Go Programming JavaScript: Advanced Concepts

Introduction to SQL

NetSuite: SuiteAnalytics, Financial Reports & Searches

Ethical Hacking

Food safety & quality

HACCP Plan Development Food Defense

Food Safety & GMP Halal Awareness (IDCP)

Sensory Evaluation Competency

ISO 22000, ISO 9001, ISO 17025

Organic, Fair Trade, Codex, Kosher, Halal, BRC

Good Manufacturing & Warehouse Practices

PERSONAL SKILLS

- Leadership and people management
- Strategic, goal-oriented thinking
- Negotiation and vendor management
- Conflict resolution and time management

EDUCATION

Bachelor of Science in Computer Science

Laguna College · San Pablo City, Laguna

References available on request.

Cloud & IT infrastructure

Cloud Computing

Windows Server Administration: AD, GPO, DNS

Office 365 Administration Network Security & Control

CompTIA Network+ (2010 Objectives) CompTIA Security+

Cybersecurity: Network and Hacker Exposed

Information Security ITSM with ITIL 4 Foundation

Operational excellence & leadership

Total Productive Maintenance

Incident Management & Crisis Resolution

Root Cause Analysis Line Stop and Call Eight Waste

Essentials of Leadership Basic Supervisory Skills

Coaching & Mentoring Business Planning & Goal Setting

Train the Trainers Business Writing & Communication

Compliance & workplace

Data Privacy Act of 2012

Administrative Investigation & Grievance Handling

Stress-Free Work Environment Fire Safety

Waste Management 5S Good Housekeeping

- Problem solving and decision making
- Operational excellence and process improvement
- Communication, active listening and presentation
- Independent contributor and collaborative team player

2001 – 2005