



PAUL MATHEW SANTOS MONZALES

FX TECHNICAL SUPPORT EXECUTIVE

CAREER SUMMARY / WORK EXPERIENCES

CAREER OBJECTIVE

To secure a Virtual Assistant position where I can leverage my skills, training, and experience to provide high-quality support and contribute to the success of the team. I am eager to explore new opportunities that will allow me to grow professionally while delivering excellent service tailored to client needs.

ADDRESS

008 Gongora St. Brgy. San Roque,
Cainta, Rizal

CONTACT

PHONE:
+639189633125 | +639063663124

EMAIL: paulmonzales@gmail.com

PERSONAL INFORMATION

DATE OF BIRTH: July 10, 1994
BIRTHPLACE: Morong, Rizal
GENDER: Male
CIVIL STATUS: Single
RELIGION: Roman Catholic
Citizenship: Filipino

LONDON STOCKS EXCHANGE GROUP (LSEG)

Refinitiv Asia Pte Ltd Philippines Branch

FX TECHNICAL SUPPORT EXECUTIVE

9F – 14F Citi Plaza, W.North, 34th Street, Bonifacio Global City, Taguig City
March 18, 2024 - Present

NEEMBLY by Two Miss Pink Place Inc.

PRODUCTION SUPPORT ENGINEER

Unit 701-C, One Park Drive, 9th Avenue Corner 11th Avenue, Bonifacio Global City, Fort Bonifacio, City of Taguig
September 13, 2023 – February 8, 2024

STI Education Services Group Inc.

INFORMATION TECHNOLOGY FACULTY MEMBER – INSTRUCTOR

STI Academic Center Ortigas – Cainta, Ortigas Avenue Ext. Cainta Rizal
March 31, 2023 – June 30, 2023

Vela Trading System Philippines Inc. / Exegy

PRODUCTION SUPPORT AND MONITORING ENGINEER

22F PBCOM Tower 6795 Ayala Ave., Cor. V.A. Rufino St. Brgy. Bel-Air
Makati City
May 28, 2018 - February 17, 2023

Siena College of Taytay

INFORMATION TECHNOLOGY SENIOR HIGH SCHOOL TEACHER

Technology and Livelihood Education Area – Integrated Basic Education
Department
A. Rodriguez Ave., Brgy. San Isidro Taytay, Rizal
June 1, 2017 – March 30, 2018

STI Education Services Group Inc.

INFORMATION TECHNOLOGY FACULTY MEMBER – INSTRUCTOR

COMPUTER SCIENCE AND INFORMATION TECHNOLOGY THESIS ADVISER AND THESIS LEAD PANELIST.

STI Academic Center Ortigas – Cainta, Ortigas Avenue Ext. Cainta Rizal
June 2, 2014 – May 15, 2017

QUALIFICATIONS

- Self-motivated, precise, and dedicated.
- Ability to achieve short term and long-term objectives.
- Possess good management and organization skills
- Ability to handle multiple tasks and work under pressure.

EDUCATIONAL ATTAINMENT

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

STI College Ortigas - Cainta

STI Academic Center Ortigas – Cainta,
Ortigas Avenue Ext. Cainta, Rizal
Year 2010 - 2014

CAINTA CATHOLIC COLLEGE

A. Bonifacio Ave. Brgy. San Andres,
Cainta, Rizal
Year 2006 – 2010

CHARACTER REFERENCES

JOEL C. JAVINIAR, PhD

Director of UP Diliman Office of
Counseling and Guidance
UP Diliman College of Education
09062353905

KRISHNA GRACE ENGBINO

Senior Application Support Engineer
Vela Trading System Philippines Inc. /
Exegy
09479987634

JAYSON FAJARDO

Senior Implementation Engineer
Vela Trading System Philippines Inc. /
Exegy
09682140654

WORK PROFILE AND KEY ACCOUNTABILITIES

PRODUCTION SUPPORT AND MONITORING ENGINEER

(Vela Trading System Philippines Inc. / Exegy) is a critical point of contact for users who call the Support Hotline and expected to proactively identify issues with the product order execution and market data platforms.

Take ownership of issues end to end, managing them in a logical and methodical manner while providing the highest level of customer service. Manage several scheduled tasks for customers designed to ensure that customers systems remain operational and look to identify repeat issues. Escalate unresolved problem/issues/requests where necessary. Identify and develop automation opportunities to improve and enhance existing systems, services and monitoring opportunities.

- Daily Operations and Platform Maintenance – Identify, diagnose, and resolve incidents raised by the clients.
- Incident resolution and outage handling – notifying internal and external stakeholders and being responsible for resolution, communications, and follow-ups.
- Monitoring of production environments – identifying and implementing monitoring improvements.
- Point of contact with other teams to ensure tight implementation and delivery of a software solution into production.
- Working with account management to ensure timely delivery releases/patches and client requirements.
- Knowledge share champion to internal knowledge base on common issues and practices and help cross-train suite of products.
- Rolling out software and configuration changes / change request management.

PRODUCTION SUPPORT DEVELOPER / ENGINEER

(Neembly by Two Miss Pink Place Inc.)

- Monitor system health inclusive of, but not limited to,
 - Server utilization;
 - Platform applications
 - Services used by the platform applications
 - Web and mobile applications of clients using the platform applications
 - Transactional database utilization and performance
- Issue root cause analysis
- Help determine and triage customer issue priority and impact to the client with Customer Support Representatives and other technology stakeholders
- Support the technical issues related to them by the Customer Support Representatives and other business stakeholders
- Perform minor updates such but not limited to production hotfixes, configuration changes, database updates to resolve client reported issues
- Resolve customer reported issues immediately
- Understand and document pertinent information in prior to escalating the customer issue to development teams if and when customer items are found to be beyond the Production Support Engineer's ability to resolve

CERTIFICATIONS / AWARDS

**CERTIFIED IN STI FACULTY
COMPETENCY CERTIFICATION
EXAMINATION ISO: 9001:2008: -
STI ACADEMIC CENTER
ORTIGAS-CAINTA / STI
EDUCATION SERVICES GROUP
INC.**

**ISO CERTIFIED ON THE
FOLLOWING:**

- Java Programming
- Data Structures
- Theory of Database System
- Advanced Database System
- Computer Fundamentals
- Multimedia System

- Communicate correct status of reported issues by the customer, to the customer as well as the Customer Support Representatives and other business and technology stakeholders
- Close issues that have been resolved already, owned by either the Production Support Engineer, or the ones that go through an escalation process

FX TECHNICAL SUPPORT EXECUTIVE (London Stocks Exchange Group LSEG)

- Handle technology-related cases with urgency, focusing on delivering excellent customer experience.
- Accurately diagnose issues and engage with expert resolver groups, as necessary.
- Adhere to compliance guidelines.
- Confidently communicate with senior-level clients.
- Ensure level of knowledge remains relevant to product and industry.
- Build internal relationships & network with key teams.

SKILLS

- Programming Languages and platforms:
Microsoft Visual Studio .NET, Microsoft C#, and Java Programming
- Data Structure and Database programming: SQL: PostgreSQL / MySQL
- Financial Markets / Technologies:
 - Market Data, Market Access, FIX Protocol
- Change Management: GIT: Bitbucket and Github
- Incident Management, Ticketing Applications: JIRA and ServiceNow
- Monitoring Applications: ITRS and Grafana
- Web API for simulation: Postman
- Platform Environment/OS: Windows and Unix/Linux
- Production Support/application support: L1, L2, and L3 support
- Teaching, Critical thinking and problem-solving skills
- Verbal and written Communication Skills
- Microsoft offices and Multimedia Editing

I hereby certify that the aforementioned information is true and correct to the best of my knowledge and beliefs.

PAUL MATHEW SANTOS MONZALES
Applicant