

ROMANO FUSANA

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PROFESSIONAL SUMMARY

A highly accomplished IT professional with over 13 years of experience in delivering exceptional customer service and technical support. Proven track record of leading high-performing support teams to consistently achieve and exceed performance targets (KPIs) and customer satisfaction benchmarks. Proficient in implementing innovative support strategies that streamline processes, reduce response times, and significantly enhance the overall customer experience. A solution seeker known for driving efficiency and effectiveness in problem-solving. With strong leadership skills and a talent for motivating teams and fostering a collaborative work environment.

WORK EXPERIENCE

PROS

Miami, FL 33131 | USA

• Manager, Product Support

Jan 2022 - Present

- Led a diverse, multi-country team of 20 Technical Support Engineers (8 from the **Philippines**, 7 from **Ecuador**, and 5 from **Bulgaria**), overseeing the entire employee lifecycle, including interviewing, hiring, onboarding, training, conducting 1:1 sessions, mentoring, development, and performance reviews.
- Developed and implemented a comprehensive performance tracking system using Google Data Studio integrated with JIRA, enabling real-time monitoring of key performance indicators (KPIs) including first response time, resolution time, ticket backlogs, ad-hoc requests, and customer satisfaction scores.
- Spearheaded a comprehensive review of the incident management flow and processes within the Service Desk, implementing strategic JIRA automations to enhance efficiency. One of the automations I introduced is the **3-Strike Rule** for aging tickets, automating scheduled follow-up messages to clients. This initiative alone led to a 66% reduction in ticket backlogs, significantly improving resolution times and overall productivity.
- Conducted a Rewards & Recognition (R&R) initiative aimed at celebrating the exceptional contributions of our top-performing team members. We distributed certificates and e-gift tokens as part of this initiative, which focuses on boosting morale, cultivating a culture of appreciation, and fostering continuous excellence within our team. This initiative has resulted in increased team member engagement, inspiring them to consistently strive for excellence and contribute positively to the team's success.
- Streamlined the overall hiring and onboarding process for new talents joining our team. We focused on enhancing the tools used for technical exams, incorporating AI to improve assessment accuracy and provide data-driven insights for reporting. In terms of training, we developed a structured approach that progressively introduces new hires to tools, processes, methodologies, and products, followed by a shadowing period and a gradual increase in responsibility, leading to full integration.
- Collaborated with different teams, offering insightful feedback, brainstorming, generating actionable ideas and providing regular updates, creating a synchronized work environment focused on continuous improvements and enhancements.
- Drove the Support team's performance to meet business objectives by setting team goals, measuring performance, and soliciting feedback from internal stakeholders.

• Senior Support Analyst

Mar 2021 - Dec 2021

- Served as a pseudo team lead for 3 months, providing one-on-one coaching sessions to team members, and actively participated in planning and coordinating process improvements to the team. I also conducted weekly team meeting sessions and participated in product delivery and weekly managers' meetings.
- Led training sessions for new hires, focusing on best practices and knowledge management. Simultaneously, I provided ongoing support and mentorship to newly promoted Tier II agents, offering feedback and evaluations to aid in their skill development.
- Collaborated with Product Managers and internal teams such as DevOps, DataCore, SEO, airModules, Front-End, Back-End, FareWire, CoreDictionary, etc., to escalate issues and ensure timely resolution, thereby meeting SLAs.
- Process master for Severity 1 and 2 BUG cases (*Critical Incident Management*)
- Served as the team escalation point of contact for complex issues that could not be resolved by team members.
- Monitored and managed alerts from key platforms including Cloudflare, AWS, Akamai, Datadog, MongoDB, and Sumo Logic to ensure system reliability and timely issue resolution.

INFOR PSSC Inc.**Taguig, Metro Manila | Philippines***Senior Product Support – Subject Matter Expert**Feb 2019 - Mar 2021*

- Provided support to customers across cloud-based (*single tenant and multi-tenant*), on-premise, and hybrid environments.
- Created knowledge base articles for new learnings that needed documentation, benefiting future users who may encounter similar issues or requests.
- Served as the escalation point of contact for issues and concerns related to OpenText StreamServe/MOM server, AdHoc, MRM, and M3COM.
- Conducted streamfile/XML code reviews.
- Managed customer environments across Production, Test, and Development stages.
- Collaborated with different teams (*e.g., IRD – Development, Functional, Cloud*) to resolve complex issues and contribute to special projects/initiatives.
- Managed Life Cycle and Server Management (LCM) processes.
- Earned SCP Career Certification as a CERTIFIED SUPPORT PROFESSIONAL.
- Provided comprehensive application and technical support to customers, addressing complex inquiries and troubleshooting issues.
- Supported the testing of new software versions by creating environments, loading updates, and verifying compatibility with Infor's products, promptly reporting any anomalies to development.
- Actively participated in special development projects, contributing to testing and quality assurance efforts.
- Provided training to operations to enhance team proficiency and customer satisfaction.

Hewlett Packard Enterprise/DXC Technology**Taguig, Metro Manila | Philippines***Tier II Specialist**Apr 2017 - Feb 2019*

- Acted as a Pseudo Team Lead, attending meetings with Clients and the Account Team.
- Conducted 1-on-1 coaching sessions to develop team members' skills.
- Provided operational and technical trainings.
- Served as the first level of escalation for the Service Desk, addressing concerns from various teams such as Application, Network, Project, Active Directory, and Wintel teams, and taking corrective actions (handling both complaints and compliments).
- Implemented IT Service Management (ITSM) practices based on ITIL best practices.
- Managed team escalations and provided transparent Root Cause Analysis (RCA) for all inbound escalations.
- Conducted Remote Desktop Administration and supervised high-technical issue resolutions and processes.
- Demonstrated hands-on experience in systems administration, including analysis, maintenance, and repair of hardware, software, and networks.
- Managed and maintained Active Directory components (Domain, DHCP, STATIC, GPO).
- Engaged in System Development and Design lifecycle activities.
- Handled technical calls from various global teams.

GENPACT SERVICES LLC**Alabang, Metro Manila | Philippines***Process Developer**Aug 2013 - Apr 2017*

- Received training and upskilled to WFA Helpdesk Tier 1.
- Completed ITIL Training and Certification.
- Attended LEAN training and obtained certification. I developed a web tool application called "WFA Call & Transfer Guide," which is instrumental in ensuring proper procedures for call transfers. This tool is now utilized by WFA Passwords/WFA Helpdesk Tier 1.
- Conducted routine installations and de-installations of IT software.
- Provided technical support over the phone to both IT and regular users.

*Process Associate**Jul 2012 - Aug 2013*

- Promoted to Process Developer after a year of delivering excellent customer service and meeting organizational requirements.
- Answered and responded to all calls and requests within agreed-upon timeframes.
- Investigated and implemented strategies to reduce Help Desk calls.
- Diagnosed and resolved a wide range of technical issues remotely.
- Maintained accurate documentation for all ticket requests.

TRAININGS AND CERTIFICATIONS

- Lean Six Sigma**
Genpact Services LLC
Certification
Northgate Cyberzone Alabang Muntinlupa City
- Information Technology Infrastructure Library ITIL v3**
Genpact Services LLC
Certification
Northgate Cyberzone Alabang Muntinlupa City
- 70-346: Managing Office 365 Identities and Requirements**
Hewlett Packard Enterprise/DXC Technology
Certification
9/F IPC Bldg. Upper McKinley Hill Town Center | The Fort, Taguig City 1634
- Support Professional | Service Strategies**
INFOR PSSC Inc.
Certification
29th Floor, Net Park, 5th Ave., Bonifacio Global City | The Fort, Taguig City 1634
- Infor OS: Essentials Workshops**
INFOR PSSC Inc.
Training
29th Floor, Net Park, 5th Ave., Bonifacio Global City | The Fort, Taguig City 1634

TECH STACK

ITIL v3

70-346 Office 365

AI

HTML

JIRA

XML

Automations

LEAN Six Sigma

Active Directory

PHP

MRM

Support Professional | Services Strategies

Streamserve

Azure

Postman

SQL

LAN/WAN

ITSM

CMS

JSON

Confluence

Incident Management

Google Data Studio

EDUCATIONAL BACKGROUND

Bachelor of Science in Information Technology
Bicol University

Legazpi City, Albay | Philippines
Jun 2007- Mar 2012