

Edwin Abuyuan

Experienced professional with a demonstrated history of working in the information technology, financial, and utility service industry. Skilled in facilities management, project management, customer service, IT and business development. Strong program and project management professional graduated from the Schulich School of Business.

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KNOWLEDGE, SKILLS, COMPETENCIES

Communication	Service Orientated	Continuous Improvement	Analytical
Organization	Problem Solving	Project Management	Leadership
Risk Management	Quality	Contract Management	Technical
Process Development	Accountable	Health & Safety	Budgeting

WORK EXPERIENCE

Facilities Specialist

International Financial Data Systems (IFDS)

01/2019 – Present (Contract) Toronto, Ontario

Achievements/Tasks

- Resolved corporate facilities requests and ensures all requests are looked after or escalated in a timely manner.
- Conducted regular building inspections to maintain a clean and safe work environment.
- Developed and managed corporate facilities project initiatives.
- Responsible for move planning and coordination.
- Managed maintenance and requests made to building management for any facilities related issues (cleaning, plumbing, HVAC, etc.) worked with DREAM property management for resolution.
- Provided general office and administrative support.
- Act as a primary backup to corporate facilities director.

Senior Facilities Officer

Environment Climate Change Canada, Federal Government of Canada

01/2018 – 04/2018, 01/2013 – 03/2015 Toronto, Ontario

Achievements/Tasks

- Led projects through coordinating with internal clients, working closely with contractors, maintenance, construction, design consultants, and regulatory agencies during the scoping, evaluation, design and construction phases of a project.
- Implemented an online portal for managing the building's facility requests, administered the department's SharePoint, developed and distributed the department's monthly newsletters.
- Managed maintenance and requests made to building management for any facilities related issues (cleaning, plumbing, HVAC, pest, etc.) worked with SNC Lavalin, BGIS property management for resolution.
- Collaborated with internal departments during the planning of office moves, event setup, and furniture requests within the building.
- Consulted with internal clients to gain insights on their facility needs, determined feasibility and led deployment if required.

WORK EXPERIENCE

Project Manager / Business Analyst - IT

Olameter Inc.

03/2015 – 10/2017 Aurora, Ontario

Achievements/Tasks

- Managed a range of utility service projects establishing direction and aligning people and resources.
- Responsible for the development of the mobile work force management software, led LiDAR research and development trials, data migrations, meter reading system installations (AMR AMI system Itron, Elster).
- Managed the mobile work force management software for utility and municipality asset monitoring and meter seal verification field contracts.

Project Manager - IT

KPMG

05/2012 – 12/2012 Toronto, Ontario

Achievements/Tasks

- Managed the planning, development and deployment of KPMG web application projects: alumni portal, and investment management system.
- Coordinate the activity planning, sequencing and developing schedules.
- Delivered assigned projects on time, on budget, at scope and at quality level agreed upon by the client.

Field Applications Engineer

AMD

01/2007 – 07/2011 Markham, Ontario

Achievements/Tasks

- Consulted with customers to discover their requirements and develop a solution to meet them.
- Removed technical obstacles to achieve a sales design win.
- Some major accounts included: Amazon, Dell, HP.

Technologist - Quality Assurance

AMD

01/2006 – 01/2007 Markham, Ontario

Achievements/Tasks

- Developed and execute QA test plan and procedures for the development of AMD's Integrated Motherboard Chipsets.
- Prepare quality documentation and reports.
- Production launch of AMD motherboard chipsets: RS690, 480X, 570, 580.

Product Specialist - Marketing

AMD

05/2003 – 01/2006 Markham, Ontario

Achievements/Tasks

- Assist in new product introductions and marketing programs to PC board manufacturers and system integrators.
- Presented AMD product line-up at several trade shows across the United States.
- Analyze competitive marketplace and industry trends to assist with Marketing development of strategies for revenue generation.

WORK EXPERIENCE

Customer Service Representative

AMD

04/2001 – 05/2003 Markham, Ontario

Achievements/Tasks

- Provide advance level technical product support and problem resolution for customers.
- Follow-up with customer concerns and provide appropriate solutions and alternatives to ensure resolution.
- Sustained an above team average call volume and customer satisfaction rating. Promoted to Level 2 (highest level) in less than 6 months on the job.

EDUCATION

Masters Certificate in Project Management

York University, Schulich School of Business

Certificate in IT Service Management ITILV3

University of Toronto

Diploma in Computer & Networking

Technology RCC College

Lean Six Sigma Green Belt Certification - in progress SSGI

Bachelors in Education B.Ed - in progress

Brock University

ORGANIZATIONS

Project Management Institute, Member #2788041