
NICHOLAS C. BALBUENA

VICE PRESIDENT

IT Operations Division

Social Security System (SSS)

920-6401 loc. 5638

435-9797



BRIEF DESCRIPTION OF FUNCTION

Oversees and directs the production of all computerized application systems, operations of the Main Data Center and Business Recovery Facilities.

Directs the Help Desk operations, ICT Asset/Resource and Contract management.

Ensures continuous system availability and 24 x 7 system performance monitoring of critical server and recommends strategies for decision-making to improve the efficiency of the computer operations.

MAJOR ACHIEVEMENTS

- Development, implementation and maintenance of SSS major application systems for membership, coverage, contributions/collections, benefits and loan management functions
- Migration of IT systems from third-generation to the database management system
- Processing of backlog transactions to update/clean-up the SSS major databases
- Management of Applications Development Department, Application Systems Division, Technical Support Division, Planning and Research Division and Computer Operations Division
- Membership in Operations Committees and Bids and Awards Committee
- Membership in Risk Management Committee

PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS

- Application/computer programming, Systems analysis, design, development, implementation and maintenance.
- IT project management, Management of Applications Development Department, Application Systems Division, Technical Support Division, Planning and Research Division and Computer Operations Division.

EDUCATIONAL ATTAINMENT

- Bachelor of Science in Mining Engineering
 - Proficiency in computer/application programming, system analysis and design
 - Project Management
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