
HIDELZA B. CASTILLO

VICE PRESIDENT

ICT Support Services Division

CONCURRENT ACTING HEAD

IT Operations Division

Social Security System (SSS)

(02) 8920-6401 loc. 5575

(02) 3435-9873



BRIEF DESCRIPTION OF FUNCTION

As Division Head, she is primarily responsible for planning, organizing, directing, coordinating and controlling the activities of the division to achieve established objectives and targets.

For the ICT Support Division, she executes the Division Head's duties and responsibilities to ensure the efficient delivery of ICT support services and the optimal utilization of ICT resources.

For the IT Operations Divisions she ensures the production of all computerized application systems and the operations of the Main Data Center and the Disaster Recovery Center. She also directs the ICT resource management and assures continuous system availability and 24 x 7 system performance monitoring of mission critical servers.

MAJOR ACHIEVEMENTS

She has more than 37 years of IT work experience at the Social Security System and was awarded the Group Model Employee in 1988 and the Group Model Supervisor in 1989 for Information Technology Management. She was also commended for the success of SSS Y2K Conversion in year 2000.

She was also awarded the Best KAIZEN and Best Systematic Managerial Analysis On-the-Job Application Presentations in March 1995 at the 74th Basic Management Program of the Asian Institute of Management.

She also earned the Certificate of Completion for having satisfactorily completed the Middle Management Development Program Batch 5 of the Ateneo Graduate School of Business and awarded the Certificate of Recognition for topping the Oral Exam/Revalida in June 2014.

PROFESSIONAL WORK EXPERIENCE / HIGHLIGHTS

Ms. Castillo rose from the ranks and was assigned to the various units of Information Technology Management Group such as applications development and maintenance, planning and standards, records and information management, technical support and computer operations.

She was designated as chairperson or member of various SSS committees such as the Information Architecture, Automated Records Management System, Text Blast and the Development and Implementation of the SSS Information Technology Plan to name a few. She had attended various conferences and conventions

abroad, such as the Association for Information and Image Management Conference, Oracle Open World, and trainings on Web Application Development, Business Area Analysis and Infobot.

EDUCATIONAL ATTAINMENT

She graduated from the University of Santo Tomas in 1982 with a degree in Bachelor of Science in Industrial Engineering.
