

# ANNIE V. PHAM

DEVOPS ENGINEER

## CONTACT ME



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## FOLLOW ME



apham024



apham024

## INTERESTS

Photography + Tennis  
Traveling + Rock Climbing

## EDUCATION

University of California, Riverside

2014 - 2018

B.A. in Linguistics +  
Minor in Computer Science

## EXPERIENCE

BLACKLINE, INC.

### DEVOPS ENGINEER ASSOCIATE DEVOPS ENGINEER

JANUARY 2019 - PRESENT  
SEPTEMBER 2018 - JANUARY 2019

- Work with development teams to focus on continuous integration and continuous delivery process with automated build, test, and deployment tools, such as Jenkins and PowerShell
- Collaborate with systems and network engineering teams for infrastructure automation with Chef
- Follow existing operational processes and maintain up-to-date operational documentation

BLACKLINE, INC.

### TECHNICAL OPERATIONS INTERN

JULY 2018 - SEPTEMBER 2018

- Recommended process improvements to ensure system scalability and reliability
- Assisted with various technical proof of concepts of external tools and applications, such as BigPanda and Quantum Metric
- Developed an automation script written in PowerShell for the Delivery Engineering team to ensure files are not incorrectly modified or deleted

IRONMAN PARTS & SERVICES

### DATA ENGINEER

AUGUST 2017 - JUNE 2018

- Planned and optimized process improvement initiatives to 3 in-house programs: Audit Portal, IQ, and Blackbox
- Oversaw equipment compliance records on the in-house program IQ
- Monitored monthly company-wide spendings on products to ensure cost-efficiency
- Generated monthly revenue reports and service program summaries to maintain labor utilization of at least 85%

UNIVERSITY OF CALIFORNIA, RIVERSIDE

### NATURAL LANGUAGE PROCESSING RESEARCH ASSISTANT

DECEMBER 2016 - JUNE 2018

- Developed a program to conduct text data analysis on social media and cable news networks for sentimental value of lexemes
- Implemented statistical models based on results from text mining
- Predicted handwritten digits using the neural network language model for machine learning and natural language processing related tasks

## SKILLS

C++



PowerShell



Kitchen + Vagrant



Phonology



Morphology



Python



Jenkins + Groovy



Chef + Ruby



Phonetics



Semantics + Syntax



## PROJECTS

### NEURAL NETWORKS + DEEP LEARNING THUMBPRINT

JUNE 2018

- A machine learning program that recognizes different handwriting patterns of digits (e.g. 1, 2, 3) and maximizes its understanding of the patterns. For example, by the end of the program, it should be able to identify a "1" that possibly looks like a "7" and distinguish the two.

### SENTIMENT ANALYSIS + TEXT MINING POLARITY

MAY 2017

- A text processing program that scans real-world news transcripts to analyze sentimental value of words at the Document-level and Sentence-level, based on the Presidential Election of 2016.