

# 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

OCTOBER 2020 - PRESENT

- Lead 80+ major, minor, and patch software releases using the blue-green deployment strategy
- Execute client-specific hotfixes in production environments while working with the support team to confirm with the client the issue has been resolved in a timely manner
- Collaborate with QA, development, and systems and networking engineering teams to ensure the solution being developed is in accordance with production norms to provide a smooth rollout of our product to 3000+ customers
- Automate client carve out process using JIRA and Jenkins APIs, Powershell, and by working with the BlackLine Change Management board, release management, and integration development engineering teams
- Utilize log management and service discovery applications and tools, such as Graylog and Consul, to troubleshoot post-deployment issues in the web servers and microservice servers
- Oversee Windows-based and Linux-based microservice projects and help guide capacity planning for the DevOps and production operations teams
- Implement continuous integration and continuous delivery pipelines using Jenkins and create Chef cookbooks to maintain infrastructure for 10+ microservices written in Ruby

BLACKLINE, INC.

#### ASSOCIATE DEVOPS ENGINEER

SEPTEMBER 2018 - OCTOBER 2020

- Constructed the first continuous integration and continuous delivery pipeline to deploy a .NET Core microservice at BlackLine using Jenkins, Powershell, and Groovy
- Followed existing operational processes and maintain up-to-date operational documentation on Atlassian Confluence
- Coordinated with systems and networking engineering teams for infrastructure automation using Chef, TestKitchen, and VirtualBox
- Built a continuous integration and continuous delivery pipeline using Python and Google Tag Manager APIs to publish and promote Google Tag Manager changes from one container to another

BLACKLINE, INC.

#### TECHNICAL OPERATIONS INTERN

JULY 2018 - SEPTEMBER 2018

- Recommended process improvements to ensure system reliability
- Developed an application written in C# to monitor file change and notify the DevOps team with email alerts as a Windows service
- Assisted with various technical proof of concepts of external tools and applications, such as BigPanda and Quantum Metric

### SKILLS

#### PowerShell (3 years)



#### C++



#### MySQL



#### Agile/Kanban Methodologies



#### Consul + Graylog



#### Test Kitchen + VirtualBox



#### Jenkins + Groovy



#### Chef + Ruby



#### Kubernetes + Docker (< 1 year)



#### Python

