

# ANNIE V. PHAM

## DEVOPS ENGINEER

### CONTACT ME



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Anaheim, California

### 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
- Build continuous integration and continuous delivery pipeline for the first microservice to use .NET Core at BlackLine
- Use logging and monitoring tools, such as Graylog, to troubleshoot issues in the web servers and microservice servers
- Collaborate with systems and network engineering teams for infrastructure automation with Chef
- Release software upgrades using the blue-green deployment strategy
- Implement and track hotfixes in Production
- Suggest process improvements to the team, such as breaking down the barriers between teams by enabling self-service as a service
- Consult with the team to help ensure the highest standards of quality and testing at all stages of the development life cycle
- Follow existing operational processes and maintain up-to-date operational documentation on Atlassian Confluence

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++ (3 years)



PowerShell (< 2 years)



Test Kitchen + VirtualBox



Agile/Kanban Methodologies



Consul



Python (1 year)



MySQL



Chef + Ruby



Jenkins + Groovy



Graylog

