ANNIE V. PHAM
DEVOPS ENGINEER

CONTACT ME

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Orange County, California

FOLLOW ME

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INTERESTS

Photography **+** Tennis

Traveling **+** Rock Climbing

EDUCATION

University of California, Riverside

2014 - 2018

B.A. in Linguistics **+**

Minor in Computer Science

EXPERIENCE

BLACKLINE, INC.   OCTOBER 2020 - PRESENT
DEVOPS ENGINEER

• Lead 80+ major, minor, and patch software releases using the blue-green deploy-ment 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.   SEPTEMBER 2018 - OCTOBER 2020
ASSOCIATE DEVOPS ENGINEER

• 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.   JULY 2018 - SEPTEMBER 2018
TECHNICAL OPERATIONS INTERN

• 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

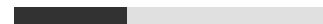**PowerShell (3 years)**

C++

MySQL

Agile/Kanban Methodologies

Consul + Graylog

Test Kitchen + VirtualBox

Jenkins + Groovy

Chef + Ruby

Kubernetes + Docker (< 1 year)

Python