

Annie V. Pham

DevOps Engineer

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EDUCATION

B.A. in Linguistics & Minor in
Computer Science
**University of California,
Riverside**

INTERESTS

Boxing
Photography
Playing tennis
Rock climbing
Traveling

TECHNICAL SKILLS

Tools

Chef, Jenkins, Consul, Graylog,
Hashicorp Vault & Terraform

Database Management

MySQL, PostgreSQL

Languages

PowerShell, Python, C++, Ruby,
Groovy

Cloud-Based Technologies

Docker, Kubernetes, Google
Cloud Platform

Research & Planning

Agile/Kanban Methodologies

EXPERIENCE

DevOps Engineer

BlackLine, Inc. – Woodland Hills, California **(October 2020 - present)**

- Lead 80+ major, minor, and patch software releases using the blue-green deployment strategy
- 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
- Assist development teams with deploying their Java and .NET Core applications by building out infrastructure in development, test, sandbox, production, and hotfix environments using Terraform with Google Cloud Platform and Hashicorp Vault integration
- Build Veracode scan automation using Jenkins, Jenkins API, and Groovy to execute weekly for 17+ microservices and applications for the application security team

Associate DevOps Engineer

BlackLine, Inc. – Woodland Hills, California **(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
- Coordinated with systems and networking engineering teams for infrastructure automation using Chef, Test Kitchen, 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

Technical Operations Intern

BlackLine, Inc. – Woodland Hills, California **(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