

CHRISTIAN ILAGAN

SITE RELIABILITY ENGINEER

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RELEVANT EXPERIENCE

Site Reliability Engineer (Observability) | Dynatrace

Apr 2024 - Present

- Ensured 99.95% up-time for Dynatrace SaaS, addressing and monitoring the health of our infrastructure and services ensuring key functionality is available
- Improved the reliability and accuracy of workflows and metrics used to calculate SLA's & SLO's ensuring that appropriate alerting is in place
- Contributed to critical incident triaging, mitigation's and postmortems improving the product and how we can conduct and investigate CI's.
- Leveraged argocd, Jenkins, terraform and gitops to ensure that packages are released correctly and in an automated way
- Leveraged monitoring as code (monaco) to improve overall observability through alerting profiles, dashboards, log collection and workflows/scripts.
- Utilized Dynatrace DQL queries to effectively troubleshoot issues, collect data, and create dashboards for key metric visualization

Quality Engineer (SDET) | Tyro Payments

Jan 2023 - Mar 2024

- Improved team testing efficiency by over 90% by developing automated tools using Node.js
- Reduced testing time from 2+ hours to within 5 minutes. By Developing/Designing automation scripts (web app & mobile apps) using playwright/appium/wdio.
- Utilised terraform (IAC) to provision AWS infrastructure (s3 buckets, kms keys, iam roles) uploading test results, capturing traces of failed runs and store build tests securely.
- Utilised BuildKite pipelines for CI/CD allowing automation frameworks to run on demand/after new changes to detect any failures/errors in critical artefacts.
- Deployed tools / automated processes to kubernetes cluster for internal devs to conveniently and more efficiently use for test data generation

CERTIFICATIONS

- AWS Solutions Architect Associate
 - Certified Kubernetes App Dev (CKAD)
 - Terraform Associate
 - ISTQB Foundation Level Tester
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EDUCATION

Bachelor of Science (Computer Science) | UNSW

- Activities & Societies (DataSoc, SecSoc, FinSoc)
 - Distinction WAM
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TECHNICAL SKILLS

Programming Languages | Python, Java, Bash, Git, Typescript, Javascript, C

Libraries and Frameworks | ReactJS, Monaco, Express, Spring, Playwright, Appium, WDIO

Tools and Platform | Linux, Git, ArgoCD, AWS, Docker, Dynatrace, Terraform, Kubernetes, CI/CD