

# Edlene Mae Dela Raga

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## OBJECTIVE

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Seeking challenging career with a progressive organization that provides an opportunity to capitalize my technical skills and abilities in the field of Information Technology (IT).

## SKILLS

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### Technical Skills

- Ticketing (Jira / Remedy)
- Documentation of Operations process flow
- Operations process improvement
- Team handling
- PL/SQL
- HTML
- CSS
- MySQL
- Monitoring Tools (WhatsUp Gold, Cloudwatch, RDS, Google Analytics)

## EDUCATION

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### Bachelor of Science in Computer Engineering

University of Rizal System – Morong, Rizal

06/2012 – 05/2017

#### *Thesis Title*

#### Solar Powered Street Sweeper Machine

*This is a machine is controlled via remote control, we used Bluetooth to control the machine and Arduino to build the system of machine. We also used solar panel to recharge the battery that was used to power up the machine. We did this sweeper machine to help the sweeper on our school to lessen their exposure to sun's heat when they are cleaning during noon or in the afternoon.*

## PRE-PROFESSIONAL EXPERIENCE

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### Technical Support Intern – IT

Department SMS Global Technologies

Pasig, City

April 2016 – May 2016

*Provided level 1 support, handled troubleshooting and maintenance as well as monitoring and deployment of IT equipment.*

## **WORK EXPERIENCE**

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### **SOFTWARE ENGINEER**

Yondu Inc.

Sep 2021 – Present

#### **L2 IT OPERATIONS SUBLEAD**

- Establish Operations process to provide better support to client and various teams across the project
- Create queries for transactions monitoring.
- Coordinate with client and external support to provide support regarding issues and concern related to the project.
- Document IT Operations process and manuals.
- Create deck presentation, reports, and flowcharts for internal and external meetings.
- Handle JIRA tickets escalated from L1 support
- Team management
- Application production support

### **ASSISTANT SYSTEMS SPECIALIST**

PCCW Solutions

April 2020 – Sep 2021

#### **WEB APPLICATION SUPPORT ROLE**

- Providing systems application support under the supervision of the Senior Application Support.
- Performing analysis on the systems functionality and suggesting improvements.
- Establishing the root causes of application job errors and provide solution.
- Escalating serious concerns to the Senior Application Support.
- Providing front-end support to clients.
- Documenting processes and monitoring application performance metrics.
- Keeping a record of configuration changes and scheduling application updates.

### **DATA CENTER OPERATOR (Project-Based)**

ActionLabs IT Services Phils., Corp.

December 2017 – March 2020

#### Coca-cola Beverages Philippines Inc. – Project

May 2019 – Mar 2020

- Monitor 24x7 Network and Servers uptime and escalate any incident to the appropriate escalation team.
- Perform database routine Backup/Restore tasks.
- Perform basic level 1 network connectivity monitoring and tracing.
- Perform basic level 1 Server uptime monitoring and tracing.
- Monitor batch jobs and execute batch jobs daily according to time and escalate to appropriate team if problems encountered.
- Check SQL Failed jobs notifications and escalate it to appropriate team for checking.
- Always check Azure Portal for CCBPI users leaked credentials and report it to appropriate team for immediate checking.

## Robinsons Bank - Project

Dec 2017 – May 2019

- Check temperature inside the Data Center.
- Monitoring Data Center 24x7.
- Monitor computer systems and networks to ensure they function efficiently.
- Follow procedures and task written on the run guide.
- Monitor the ATM terminals of the bank. Close all faulty terminals and create reports about all the faulty terminals.
- Monitor the Postilion server normalization every time, check the disk drives and check if there are crashed results on the normalization
- Monitor the Finacle Transporter, and check if there is an awaiting files. If there is an awaiting file more than an hour, coordinate with the support team.
- Execute the Finacle application and check if there are reports created.
- Run all the batch jobs on given time according to SOP.
- Coordinate with the support team through email, text and phone calls when error on batch job encountered.
- Always check the reports created before saving, and before sending emails.
- Always check the run guide if all the task is done before leaving the area

## REFERENCES

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### **DAN PHILIP FLAMINIANO**

Software Engineer  
Yondu Inc.  
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### **CHARMAINE DELA CRUZ**

DBA Support  
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### **EFREN LLAMOSO**

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