

# MARVIN SANTOS DE LOS ANGELES

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## CAREER SUMMARY

With over 25 years of IT professional experience, I specialize in Application Support, System Administration, Quality Assurance, and Engineering scripts for process automation. My expertise includes Incident, Problem, and Change Management in mission-critical environments using ITIL Standards.

In the past 5 years, I have been designing and creating solutions to help clients resolve various IT challenges, including the development of AI chatbots using the Rasa framework improving service delivery. I have a proven track record of improving and reducing daily operation costs. My passion lies in automating processes to enhance systems availability, quality of service, and efficiency in all supported applications. I am challenge-driven and unwavering under pressure in performing any given task.

## TECHNICAL SKILLS

Python	Windows Administration	Windows PowerShell and Unix
Rasa Framework	Unix Administration	Shell Scripting
Ansible / Jenkins	Azure and AWS	Agile Methodology
GitHub	Red hat Linux	ITIL v4
JavaScript	Confluence	

## CERTIFICATION

### **ITIL® Foundation certificate in IT Service Management**

License 4402471

### **Microsoft Certified Professional**

Certification Date Oct 2017 – Present License G366-3632

### **533: Implementing Microsoft Azure Infrastructure Solutions**

## EMPLOYMENT HISTORY

### **Automation Engineer | Solution Design Architect**

**[February 01, 2020 to Present]**

DXC Technology (formerly Hewlett-Packard Enterprise) | Taguig City | [www.dxc.com](http://www.dxc.com)

#### Job Description

As an experienced Automation Engineer and Solution Design Architect at DXC Technology, I specialize in crafting and implementing advanced automation solutions that optimize our clients' efficiency, scalability, and innovation. With a robust foundation in both automation engineering and solution architecture, I am instrumental in devising transformative strategies to tackle intricate business obstacles, steering organizations toward unparalleled success.

#### Key Achievements

- Successfully won the 2023 Hackathon Champion with the creation of our ROM Solution. A reusable orchestration module made with Ansible and Jenkins that can automate any infrastructure minimizing cost and increasing user productivity.
- Implemented and established the DevOps teams for our Account that uses agile methodology. As well as the tools used for our CI/CD such as Ansible, Jenkins, and GitHub.

- Create a Solution team to create various web portals that generated revenue and monthly income for our account. This enables us to create new opportunities to have additional income as we deploy the solution to our accounts that need immediate integration solutions with their tools and centralize their automation solutions.

## **Cloud Automation Engineer 2020]**

**[November 2017 to February 01,**

DXC Technology (formerly Hewlett-Packard Enterprise)| Taguig City | [www.dxc.com](http://www.dxc.com)

### Job Description

Ensure client satisfaction through the engineering of solutions that meet specific contract requirements, standards, templates, and customer expectations. Provide Single Point of Contact (SPOC) for Account Implementations of Managed Private Cloud, Managed Public Cloud, and Managed Hybrid Cloud solutions. Develop solution overviews and summaries for both DXC and client use. Align Engineering and ITO Delivery solutions and expectations.

### Key Achievements

- Part of the pioneering team of cloud ops engineers in DXC Philippines, specializing in creating automated solutions on the Azure platform. Creating functions, webhooks, and another playbook for automated VM deployment and decommissioning.

## **Unix Administrator Operations Lead 2017]**

**[December 1, 2014 to November**

DXC.Technology (formerly Hewlett-Packard Enterprise)| Quezon City | [www.dxc.com](http://www.dxc.com)

### Job Description

- Responsible for accepting escalations from system administrators within the team regarding server issues and process/policy clarifications Handle mission-critical issues (i.e. Severity 1 and 2)

### Key Achievements

- Created a process that improves and designs automation scripts to reduce the man-hour requirement for performing systems health checks.
- Task as the Operation Lead for the Rapid Response Team
- Created process and operation guidelines to meet target deliverables and not breach the agreed SLA.
- Responsible for analyzing/implementing Change Requests for the Unix servers that we are maintaining for the clients (i.e. file system extensions, disk replacements, memory replacements)
- Responsible for root cause analysis (Problem Management) of issues encountered by the servers
- Provide insight and recommendations on server-related issues.

## **Technical Operation Analyst 2014]**

**[April.2011 to November 30,**

JP Morgan and Chase Co| Taguig City | [www.jpmorganchase.com](http://www.jpmorganchase.com)

### Job Description

Provide first level support and second level triage for multiple call center applications and platforms. This also includes incident management, problem management, Change implementation and system recovery.

### Key Achievements

- Pioneer team for the ECCS TechOps Manila.

- Spearheaded the automation of processes, wellness checks, and outages. It increases the productivity of each individual, improves quality maintains standards, and resources availability of staff to handle more issues as they arise. Increasing productivity and efficiency output by 100%.
- Created the automation scripts for system maintenance for 150+ servers' activity this was able to reduce the task from 4 hours to 10 minutes 400% time save. Improves the engineer accuracy, efficiency, and 0 customer impact output during and after activity.
- Succeeded in delivering the department challenge by the Team Director on creating a monitoring tool. That can monitor the Nice Voice Logger for failed voice recording and send alerts immediately to mitigate the impact. The project cost \$0.0
- Created the file delivery monitor for the dialer files before impacting the business. Established the soft SLA for the file delivery monitor. Increase tier 1 presence 2 hours ahead to give ample time to mitigate the delay. Reducing financial impact to 0%
- Completed the challenge on how to speed up the long task required to perform a wellness check for Aspect Application. For both backend and frontend services resulting in 0% missed check and reducing customer impact.
- Created an HTML page on compressing all URLs being checked daily for any DB failover issue. Eliminating the need for an engineer to open multiple tabs and browsers to view the report.
- Pioneered the automation team as the technical lead after the continues success of the automation that I initiated before the CIO challenge to eliminate the manual and redundant process.
- Primary resource for automation initiative within the ECCS Organization.

## **Production Support Analyst**

**[January.2009 to April.2011]**

### Job Description

Provide first level support and second level triage for Card Services business applications, job scheduling, file transfers, and data loads. This also includes code promotion, incident management (problem determination and recovery).

### Key Achievements

- Created a script that automates the user and password validation from EPV. Increase the implementation rate success for password remediation for all 500+ functional accounts managed and maintained by the Cards Production Support.
- Created a script that monitor all file delivery in order for the production support to proactively checked and monitor the dialer files before any business impact
- Implemented scripts that monitor TWS job streams running over monitored to avoid miss alert of late jobs and other SLA agreement with the business. Increasing SLA target reach by 90%.
- Design health check automation to eliminate manual process to increase productivity and more time for the team to focus on critical task without missing the regular required daily task.
- Created tools that track compliance to properly tag resolution comments. Manually take about hour or 2 to complete. The Automation reduced the time spent to complete the task. The script completes 2 to 5 minutes and submits the report run to the Team Manager.

## **Quality Assurance Supervisor**

**[August.2007 to January.2009]**

Solegy LLC | Mandaluyong City| [www.careerone.com.au](http://www.careerone.com.au)

### Job Description

Analyze/interpret requirements and specifications (released notes), consult with Project Managers, Software Developers and other project team resources to have a thorough understanding of requirements.

### Key Achievements

- Pioneered and Build the QA Team for Sology LLC start with 2 staff.
- Develop and create the document standard for detailed test plans, test cases, test scripts for automated testing, bug/defect reports and QA reports.
- Oversees the team's overall delivery of all Sology develop applications have passed the created Functional Test cases, Stress Tests and Business requirements are met.
- Sign-off updates and changes made on test cases and test scenario submitted by the QA tester before production deployment.
- Engineered the SIP Functional test procedure using Unix Shell and SIPp on creating all types of SIP scenario from INVITE up to OK 200.
- Engineered the SIP termination and origination for functional testing and Stress Testing.
- Created SOAP scenario for Java API-created application.
- Automate web-based testing applications using Sahi, python and Ruby application.
- Provide consultation and coordination of testing and production deployment activities.
- Coordinate with the Project Manager for defects and send recommendations based on the final evaluation found on each application submitted for quality checks.

### **NOC Operation and Maintenance Supervisor**

**[August.2006 to August.2007]**

Sology LLC | Mandaluyong City| [www.careerone.com.au](http://www.careerone.com.au)

### Job Description

- Manages Network Operations Center (24x7) providing technical support for VoIP customers. As well as the technical and business life cycle of projects including Server Monitoring and documentation, installation, configuration and deployment.

### Key Achievements

- Provide the highest availability of all applications and services delivered to the customers and minimize the possible impact during maintenance and shutdown activity.
- Part of the implementation team of setting up Nagios as the primary monitoring tool.
- Research Nagios plug-ins to increase the monitoring capability to capture all possible failure scenarios of the servers and application.
- Design the 8888 monitoring which causes a high financial impact if not detected and acted immediately. The failure introduces that all calls are not to be billed properly.
- Manage the Bacolod remote team to make sure that the team commitments on deliverables are always met.

## **EDUCATION**

BS Computer Science

Graduate 1999

**Adamson University**, San Marcelino Manila, Philippines

Academic Scholar 1997 to 1999

## **CHARACTER REFERENCE**

References are available on request.