

# Ivy Shih

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## Objectives

A position in product support, QA, development or any challenging position that inspires creativities and many possibilities.

## Education

UC Berkeley      Berkeley, CA      B.A. Applied Mathematics, emphasis in Statistics      1991-1995

## Experience

Sage Intacct      Release Engineer      San Jose, CA      10/18-06/19

- Automate release processes to eliminate manual work and possible issues.
- Deliver tools and features to core operations and development teams.
- Manage, monitor and maintain Jenkins, troubleshoot issues and provide fixes through SVN.
- Monitor QA job failures and provide analysis.
- Proactively identify and mitigate issues, come up with solutions and remove obstacles to complete projects.
- Communicate project plans and status. Escalate issues as required.
- Configure SumoLogic to provide out of the box reports and create customized reports to managements and presentations as well as using script automation to generate other reports, email/Slack alerts.
- Bi-weekly Salesforce packaging for QA to test and product management to deploy.
- Evaluate, test and analyze data from Memory Profiler Software for OS and JVM.

Apple Customer IST      Site Reliability Engineer      Sunnyvale, CA      06/17-10/17

- Installed/Configured ExtraHop ECA/EDA for network traffic monitoring
- Wrote javascript to customize trigger and alert for ExtraHop reporting and pass data to Splunk.
- Created dashboards to monitor TCP/UDP/SSL/HTTP for Apple UAT/Production Applications using ExtraHop.
- Set up AppNeta for Apple global data centers (Asia, America, Europe) for network monitoring and troubleshoot connection issues.
- Used Site24x7 for third party external data center monitoring.
- Recorded and provided training videos for internal customers for ExtraHop.
- Wrote scripts in python/shell to generate reports and task automation and managed in GIT.

Oracle Fusion Financial      Release Engineer      Pleasanton, CA      06/12-6/17

- Refresh/merge codeline branches and monitor audits
- Create, maintain and manage Fusion Financial Development environments.
- Review and approve/reject developer's merge request for branch transactions.
- Create, maintain manage, release Financial and FSCM Patch Bundle to customers
  - Create and document the process
  - Create patch bundles and apply to environments for testing.
  - Use scripting languages to generate various reports for preemptive tracking and review.
- On rotation to support Oracle Fusion Central System Test and maintenance patching environments for Oracle Fusion Releases.
- Web Admin for the team: Set up, configure and maintain the site.
- Write scripts in perl/cgi/sql/expect/jython/python/shell to generate reports and task automation.
- Provide trainings for team and development on technical and procedural contents as necessary.

Oracle Fusion Procurement      Release/QA Engineer      Pleasanton, CA      06/11-05/12

- Assisted QAs to perform sanity check, QTP automation, QTP execution and monitoring using Quality Center.
- Monitored QA automation execution, analyze test failures, provide root causes, and manage bugs for release candidates
- Maintained, deployed, and debugged local environments for QA and development teams.
- Performed release management responsibilities such as merge/refresh/clone family code branch, create/apply patches to family environments.
- Acted as backups for 2 ST lead on maintaining central system test environment duties for entire Fusion Applications.

PeopleSoft      Release/Build Engineer      Pleasanton, CA      01/10-06/11

- Performed Database builds and Packaging for both Application and Tools releases.
- Provided production support/development for the BASS, EM HelpDesk and SRP systems.
- Provided support for Ad-hoc requests (off-cycle tools upgrades, Pre-Validation testing, etc)
- Performed Hosted Beta builds
- Managed/maintained PeopleTools build servers
- Change control support for ICE (Internal bug tracking system)
- Managed OwnerID changes for Application releases
- Worked closely with Environments teams (DBA's, QAE) to provide support for build environments
- Supported and performed Oracle Virtual Machine PeopleSoft template builds. Wrote BASH and SQL scripts to automate tasks.

PeopleSoft, CRM QA Test Developer      Pleasanton, CA      12/03-12/09

- Tested Call Center applications, reporting, EIP, Assignment Engine, Workflow Notifications, Business Project, and Branch Script, etc.
- Automated test plans using TestDirector, WinRunner, QuickTest, and PSScript.
- Participated Development meetings, reviewed and provided feedback for functional, technical, and UI designs.
- Designed, automated and executed automated or manual tests and develop test plans for applications
- Logged and created bug reports using the PeopleTools incident tracking database.
- Worked with development on performance and misc. issues. Fixed bugs for developers as assigned.

PeopleSoft      Tools QA Lab and Development Supports      Pleasanton, CA      11/02-12/03

- Installed, setup, troubleshoot and maintained testing environment for PeopleTools 8.1x and 8.4x application/ batch /web (Apache, WebLogic, WebSphere) server on different UNIX platforms (Sun/AIX/HPUX/Tru64/RedHatLinux) and types of database (Oracle/Informix/DB2/Sybase). Build DB2/Oracle demo databases as necessary.
- Maintained all UNIX testing servers in QA lab and communicated with Development Support.
- Executed automated or manual tests on development builds for all supported platforms of PeopleTools using Rational Robot.
- Logged and created bug reports using the PeopleTools incident tracking database.
- Worked with developers to debug, test and set up test environment as necessary.

Network Guys Inc.      Network Security Engineer      Fremont, CA      02/01-11/01

- Provided Presale consulting, implementation and technical support for security products.
- Installed, configured, supported and evaluated firewall, routers, network security and related products, such as Checkpoint, NOKIA IP series, Intrusion, SonicWall, WebSense, TumbleWeed, OpenSystem, and ISS RealSecure, etc., on different platforms (Windows NT/2000, Solaris 7/8 and RedHat Linux 7.x)
- Worked with customer to troubleshoot network/firewall issues, network redesign, security audits and recommendations.

ACS      Customer Support Engineer      Huntington Beach, CA      04/00-01/01

- Provided pre-sale, post-sale and technical support for a reseller of Sun, Veritas, Cisco, Check Point, Alteon products. Work with developers to debug, test and set up test environment as necessary.

UCI      Program Analyst      Irvine, CA      01/00-04/00

- Provided technical support on Windows, MacOS and UNIX environment for staffs and students for department of Physical Sciences

- Maintained, managed and implemented Web projects using Apache 1.3.x and write HTML/DHTML/javascript/Perl/CGI documents/scripts as necessary.

**JPL**      **UNIX System Administrator, Sect. 394, NASA**      **Pasadena, CA**      **03/99-07/99**

- Provided onsite/remote support over 250 desktops and servers for Space Flight Operation Facility.
- Upgraded and consolidate Sun Workstations from SunOS 4.1.x to Solaris 2.x for Y2K and to help centralization of NIS+ NFS
- Supported Checkpoint FW-1 4.0, and DNS.
- Wrote shell scripts in Bourne and Perl to automate tasks.
- Acted as backup group lead when necessary.

**Sun Micro.**      **UNIX System Administrator**      **El Segundo, CA**      **09/97-09/98**

- Provided onsite/remote support for over 200 desktops and servers in 4 sales offices at Los Angeles region.
- Configured/Maintained/Troubleshoot/Installed Solaris 2.5.1/ 2.6(Sparc) servers/desktops, running NIS, NFS, SMTP, web services, Legato Networker, Solstice DiskSuite, Jumpstart, application servers; X86 on Toshiba laptops, CISCO switch hubs (1900/2800).
- Past projects include setting up and migrating NIS/NFS/Backup/Print Servers, jumpstart/setting up remote access on Toshiba laptops

**Sun Micro.**      **UNIX /Call Center Support Analyst**      **Milpitas, CA**      **04/95-10/95, 07/96-09/97**

- Provided frontline technical support for internal employees at Sun Microsystems offices worldwide.
- Troubleshooting modem access, ISDN, PPP running Solaris 2.x/x86 on Sparc/Ultra workstations, Toshiba laptops, Javastations, as well as OS/desktop support for CDE, NIS, NFS, SMTP, printer, network problems and misc. software applications over the phone.
- End of user support for CDE/Javastation deployment team at Sun (troubleshoot, report, and bug track CDE/Javastation problems) and also deployment of ISDN, PPP on Toshiba projects

**HaL Computer Sys.**      **UNIX System Support Analyst**      **Campbell, CA**      **01/96-07/96**

- Provided frontline technical user support for 500+ internal customers.
- Responsible for troubleshooting UNIX, network and application problems on Solaris 2.x and SunOS4.1.x

**Center of EUVE Astrophysics**      **Software QA Engineer**      **Berkeley, CA**      **01/94-04/95**

- Conducted all software releases, tests, and audits from incoming satellite data. Wrote C/Bourne shell scripts to handle large data files.
- Automated testing procedures under UNIX to facilitate tasks. Used FrameMaker and LaTeX. Modified and ported system software and UNIX applications.

## Courses and Certifications

- |   |                            |
|---|----------------------------|
| ■ Solaris Server Administration for Solaris 2.5.1 and 8 | 10/97, 10/00               |
| ■ Solaris Network Administration for Solaris 2.5.1      | 10/97                      |
| ■ Legato Networker for UNIX                             | 11/97                      |
| ■ Design Relational Database                            | 01/00                      |
| ■ Introduction to Oracle 8i                             | 03/00                      |
| ■ Checkpoint Certified System Administrator (CCSA)      | 09/00, certification 11/00 |
| ■ Advance Firewall Management (CCSE)                    | 11/00. certification 03/01 |
| ■ Oracle BPEL Process manager: Srvcs Orch Ed1           | 02/05                      |
| ■ PeopleTools Bootcamp                                  | 02/08                      |
| ■ FreeBootCamp Full Stack Web development               | 2016                       |
| ■ Python Programming for programmers                    | 2017                       |

## Technical Knowledge

- Programming Languages -- C, MIPS Assembly, Lisp(XLISP/Scheme), LaTeX, CSS, XML, HTML, UNIX/CGI shell scripting (BASH, Bourne, C, Perl, expect), python, Jython , Java
- Operating Systems -- AIX, HPUNIX, SunOS, Solaris, Linux, MS DOS, Windows 2000/XP/10

## Others

- Fluent in Mandarin Chinese (read, write and speak)
- US citizen