

Jerome de Dios

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Birthday: 09 November 1982
Nationality: Filipino
Can Speak: English, Filipino (Tagalog), I am currently learning German B1 level

PROFESSIONAL SUMMARY

Experienced Java developer with experience in application support and website reliability, focused on solving customer problems, improving usability, and maximizing efficiency. Specialized in building and supporting sports betting applications, effective at working in agile environments with Scrum. I am currently learning German B1 level

SKILLS

Application Server	Apache Tomcat [2012] [2 Years]
	Sun Glassfish 2.0 [2010] [1.5 Years]
	WebLogic 10g/11g [2015] [2.5 Years]
Integration Tool	OpenESB [2016] [1 Year]
Load Testing	JMeter [2016] [1 Year]
Synthetic Monitoring	Catchpoint [2021]
Network Monitoring	PRTG [2018] , ICinga [2023]
Database	Oracle 10g/11g [2015] [2.5 Years]
	DB2 [2012] [2 Years]
	SQL Lite [2010] [0.5 Year]
Web Framework	Struts 1 – 2 [2015] [4 Years]
Unit Testing	JUnit [2016] [5 Years]
IDE	MyEclipse [2012] [2 Years]
	NetBeans [2010] [1.5 Years]
	IntelliJ IDEA [2016] [1 Year]
ORM	Hibernate [2009] [1 Year]
Programming Technologies	JSP [2015] [5 Years]
	Servlets [2010] [2 Years]
	HTML, JavaScript, XML
	JAX-WS [2009] [1.5 Year]
	jQuery [2009] [0.5 Year]

	EXTJS [2015] [2.5 Years]
	Ajax, CSS
	Spring JDBC [2012] [2 Years]
	PL/SQL [2012] [2 Years]
	Python [2023]
	Groovy [2023]
APM	AppDynamics [2021] [1 Year]
Atlassian Products	Fisheye [2015] [2.5 Years]
	Bamboo [2015] [2.5 Years]
	Confluence [2015] [2.5 Years]
	Jira [2015] [2.5 Years]
	Bitbucket [2015] [2.5 Years]
Analytics and Interactive Visualization Application	Grafana [2023]

WORK HISTORY

Professional development

Duration:**00.09.2024 to Present**

- Managed the process of relocating to Germany, including visa applications and logistics, which required strong organizational and problem-solving abilities.
 - Developed an understanding of German culture and language, preparing for successful integration and future professional opportunities.
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Personal Sabbatical for Relocation

Duration: **00.12.2023 to 00.09.2024**

- Managed the process of relocating to Germany, including visa applications and logistics, which required strong organizational and problem-solving abilities.
 - Developed an understanding of German culture and language, preparing for successful integration and future professional opportunities.
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Company: **Sportserve formerly Bayview Technologies, Inc**
Duration: **11.05.2015 to 03.11.2023 (8 Years 6 Months)**
Company: Sportserve formerly Bayview Technologies, Inc
Company Website: <https://sportserve.co/> formerly Bayview Technologies, Inc
Company LinkedIn: [Asianlogic Ltd and Bayview Tech Inc](#)
Location: Makati City, Philippines (Remote),
<https://maps.app.goo.gl/jU3tqVzWqG1D76JDA>

Main Office: Apt 22, Level 2 Il-Piazzetta, Tower Road, Sliema SLM 1607, Malta

NOTE: Please see the positions below

Position: **Senior Application Support Engineer**

Department: **IT Operations**

Duration: **00.11.2021 to 00.11.2023**

Company: Sportserve formerly Bayview Technologies, Inc

- Supported sportsbook websites <https://www.nextbet.com/> and <https://www.dafabet.com/>
- Timely Support: Provide technical assistance promptly to users and clients, resolving issues effectively to ensure continuous operation.
- Issue Diagnosis: Analyze complex technical problems using various data sources to identify root causes and implement appropriate solutions.
- Team Collaboration: Collaborate closely with development teams to escalate critical issues and contribute to resolving technical challenges for an optimal user experience.
- Knowledge Base: Document support requests, troubleshooting steps, and best practices to establish a comprehensive knowledge repository for efficient issue resolution.
- Software Enhancement: Assist in testing, validating, and deploying software updates to ensure compatibility, stability, and minimal disruption for users.

Skills: Technical Support - Python (Programming Language) - AppDynamics - Groovy - Grafana - Elastic Stack (ELK) - Linux – Icinga

Position: **Site Reliability Engineer**

Department: **IT Operations**

Duration: **00.09.2019 to 00.11.2021**

Company: Bayview Technologies, Inc

- Supported sportsbook websites <https://www.nextbet.com/> and <https://www.dafabet.com/>
- Ensure the highest level of up-time and Quality of Service (QoS) to Sportsbook customers through operational excellence
- Monitor and maintain sportsbook service level objectives (SLOs) and service level indicators (SLIs) to represent and measure service reliability
- Able to embed within the sports trading team (physically and/or virtually) to foster strong collaboration/partnership
- Build, maintain and automate the monitoring and alerting for the sportsbook application stack
- Build, maintain and automate self-healing scripts for the sportsbook application stack
- Collaborate with development teams to define and maintain tools, documentation and knowledge to help prepare the team for operating the sportsbook and preparing for future incidents
- Participate in post incident reviews and own action items for building or optimizing some part of the sportsbook application delivery or incident life cycle
- Follow change management processes during implementations
- Participate in Service Transition process to ensure production readiness of our Products,

involving Development and other IT Teams.

- Support a 24/7 running business, participate in an on-call rotation as required • Embrace the Site Reliability Engineering (SRE) mindset
- Good Linux and scripting (Bash/Python/SQL) skills.
- Comfortable with using automation tools like Ansible or Jenkins and git version control.
- Experience with monitoring and alerting tools (ELK, Grafana, APM like AppDynamics, End-user monitoring, Synthetic Monitoring)
- Strong understanding of Web based applications and REST APIs. • Able to work under extreme pressure with excellent communication skills • Able to communicate assertively with senior business and technical stakeholders.

Skills: Python (Programming Language) - Ansible - AppDynamics - Secure Shell (SSH) - Grafana - PHP - Jenkins - PRTG - Icinga - Shell Scripting

Position: **Product Operations Specialist (Sportsbook)**

Department: **IT Operations**

Duration: **00.09.2017 to 00.09.2019**

Company: Bayview Technologies, Inc

- Specialized Production Support: Acted as a dedicated specialist for Sportsbook product production support, ensuring smooth operation.
- Triage and Escalation Management: Efficiently managed the identification and escalation of bugs, guiding them through appropriate resolution channels. Proactive Consultation: Provided proactive guidance to internal teams and effectively handled reactive support issues in both Production and Staging Environments, contributing significantly to operational stability.
- Log and Alert Analysis: Conducted comprehensive checks on Kibana Logs and APPDYNAMICS alerts to identify potential issues proactively. Collaborative Issue Resolution: Worked closely with diverse teams to investigate and resolve issues efficiently, fostering collaboration for effective problem-solving.
- Monitoring Implementation: Utilized CATCHPOINT Script for monitoring purposes, ensuring system health and performance.
- Deployment Planning: Developed and executed deployment plans, implementing PRTG Remote Probe and Web Server Sensors to monitor 3rd Party APIs and Payment Methods, enhancing system reliability and performance monitoring.

Skills: Kibana - AppDynamics - PRTG – Catchpoint – SQL

Position: **Java Developer / OpenESB Developer**

Department: **IT Development**

Duration: **11.05.2015 to 00.09.2017**

Company: Bayview Technologies, Inc

- Web Scraping Application: Designed and implemented a Java application for web scraping using the jsoup library, facilitating data extraction efficiently.
- Integration Enhancement: Created Java Handlers for OpenESB to improve integration capabilities, enabling smoother communication between systems.
- Load Testing: Developed a Load Test Plan using JMeter to evaluate system performance under various conditions, ensuring scalability and reliability.
- Middleware Application Maintenance: Engineered and maintained a middleware application using OpenESB, ensuring seamless communication between different software

components.

- Backend System Architecture: Architected OESB services, establishing a robust backend system for integrating with multiple remote components and services, enhancing overall system functionality and interoperability.

Skills: OpenESB - Java - Java Core – JMeter

Position: **JEE Developer / Analyst**

Department: **IT Development**

Duration: **12.03.2012 to 30.01.2015 (2 Years 10 Months)**

Company: Salmat Philippines, satellite office of Salmat AU

Company LinkedIn: <https://www.linkedin.com/company/salmat/>

Company Main Office:

<https://maps.app.goo.gl/mXfTXJMqAxk3mP8S9> Location: Taguig City,

Metro Manila, Philippines

<https://maps.app.goo.gl/KS66BPZh6ZBeDMzHA>

- Agile Development: Engaged in Agile software development utilizing the Scrum methodology, ensuring iterative and flexible project management.
- Java-based Application Maintenance: Created, maintained, and provided support for Java-based web applications, web services, and web interfaces, ensuring their reliability and functionality.
- Troubleshooting and Resolution: Promptly resolved trouble tickets with minimal downtime, ensuring uninterrupted operational continuity. Deadline Adherence: Met development task deadlines while conducting rigorous testing to minimize defects, ensuring timely project delivery.
- Business Support: Analyzed and supported Business Analysts, addressing bugs and issues promptly to meet business requirements effectively.
- Phantom Application Integration: Orchestrated the integration of a backend Phantom Application comprising multiple subsystems for Business Process Outsourcing services, particularly in the domain of mailbox delivery business, catering to a client base in Australia, enhancing operational efficiency and service delivery.

Skills: J2EE Application Development - Continuous Integration and Continuous Delivery (CI/CD) - Atlassian Products

Position: **Java Web Developer**

Department: **IT Development**

Duration: **20.09.2010 to 10.03.2012 (2 Years 1 Month)**

Company: Intevalue Services Inc.

Company LinkedIn: <https://www.linkedin.com/company/intevalue-services-inc-/>

Location: RCBC Plaza, Ayala Ave, Makati, 1200 Metro Manila, Philippines

<https://maps.app.goo.gl/QmL6EoDXSTUH9K4WA>

- Online Gaming Websites: Designed, built, and maintained online gaming websites, managing both customer service and back-office applications to ensure seamless operation.
- System Testing Collaboration: Collaborated on comprehensive system testing of web platforms used across diverse online casinos and games, ensuring their reliability and functionality.
- Framework Utilization: Utilized Java, Spring, and Struts 2 frameworks to architect and develop robust and efficient online gaming platforms, enhancing performance and user experience.
- Feature Development: Contributed to the development of various features,

including customer registration, seamless monetary transactions (deposits and withdrawals), and promotional activities aimed at engaging active online gamers, enhancing platform functionality and user engagement.

- Project Direction: Directed the development of key features, ensuring alignment with business goals and enhancing the overall user experience of online gaming platforms.

Skill: Struts2 - Spring – Java

Position: **Junior Software Engineer**

Department: **IT Development**

Duration: **02.12.2008 to 20.09.2010 (1 Year 9 Months)**

Company: AC Corporation

Company Website: <http://ac-corporation.com.ph/public/>

Company LinkedIn: <https://www.linkedin.com/company/ac-corporation//>

Location: Muntinlupa, Metro Manila, Philippines

<https://maps.app.goo.gl/Avhb4phhCbHJ84Ks8>

- Agile Development Collaboration: Collaborated in Agile software development, engaging in pair programming to develop and enhance Research & Development (R&D) and demonstration applications with seamless hardware integration, ensuring efficient project delivery.
- Webservice Optimization: Adapted and optimized Jax-WS Webservice using Netbeans IDE, fulfilling business process change requests, and addressing minor JavaScript and Velocity bugs to enhance system performance and functionality.
- Contribution to EDST Project: Played a key role in the EDST Project at the Bureau of Internal Revenue, actively participating in User Acceptance Testing and contributing to data fixing efforts, ensuring data accuracy and system reliability.
- Troubleshooting Support: Provided invaluable troubleshooting support to clients, particularly in addressing payment and printing-related issues, demonstrating a strong commitment to resolving user concerns promptly and effectively.
- Database and System Administration: Assumed responsibilities in Database Administration, effectively managing and maintaining database integrity and performance to support efficient application operations. Additionally, executed tasks in System Administration, configuring, monitoring, and optimizing system resources to ensure a stable and reliable software environment.
- Service Request Management: Managed service requests and change requests from clients, skillfully handling and prioritizing these requests to maintain system stability and user satisfaction post-deployment, ensuring smooth operation and user satisfaction.

Skills: Web Services - Agile Application Development - JAX-WS - Hibernate
- Java Core

Family Support and Personal Development

Duration: **00.03.2004 – 00.12.2008 (4 Years)**

- Took a planned break post-graduation to support family and manage household responsibilities.
- Maintained and expanded personal development through self-study, online courses.

EDUCATION

Masteral Degree

Masteral of Information Systems

University of the Philippines, Open University Los Banos Manila
Philippines [University of the Philippines Open University](https://en-gb.facebook.com/adfcofficial/)

First Semester 2012 – 2013 (3 Months)

Note: Enrolled and was accepted into the program, but all subjects were dropped due to conflicts with work.

Bachelor's degree

Bachelor of Science: Computer Science

Asian Development Foundation College - Tacloban City, Philippines
<https://en-gb.facebook.com/adfcofficial/>

School Year 2000 – 2004 (4 Years)

Secondary Education

University Laboratory High School, University of Eastern
Philippines Catarman Northern Samar

School Year 1995 – 1999 (4 Years)

Elementary Education

Bobon Central Elementary School
Bobon Northern Samar Philippines

School Year 1989 – 1995 (6 Years)