



# Mary Ann Dizon

DevOps / Web Design and Development  
National Capital Region, Philippines

## Work Experience

Surf Life Saving Australia

DevOps Engineer  
December 2022 – May 2023

Ortigas Center, Pasig City

- Create CI/CD pipelines that deploys to both Azure and AWS

Nowcom Global Services, LLC

Senior DevOps Engineer II / Scrum Master (DevOps)  
April 2020 – November 2022

Ortigas Center, Pasig City

- Organize and facilitate various Scrum events, including Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective. Ensure that the team members actively participate and that the events follow the Scrum framework.
- Guide and coach the Scrum team on Agile principles, values, and practices. Help team members understand and apply Scrum principles and ensure adherence to Scrum rules and practices.
- Identify and address any obstacles or impediments that hinder the team's progress. Work closely with the team to find creative solutions and eliminate barriers to productivity.
- Foster a self-organizing and empowered team environment. Encourage collaboration, open communication, and decision-making within the team. Help the team members to be accountable and take ownership of their work.
- Facilitate effective communication between the team and other stakeholders, including product owners, managers, and external teams. Help improve transparency and ensure that everyone has the necessary information to make informed decisions.
- Encourage continuous improvement within the team. Identify areas for improvement and facilitate discussions on how to enhance processes, workflows, and team dynamics. Support the team in implementing changes and measuring their impact.
- Assist the team in tracking and analyzing project metrics, such as velocity, burn-down charts, and team performance indicators. Generate reports and provide insights to help the team and stakeholders make data-driven decisions.

## Contact

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## Skills

- CI/CD
- Python
- Figma
- Webflow
- Javascript
- Microsoft Azure
- Azure DevOps
- Docker
- K8s
- Octopus Deploy
- Ansible
- Terraform
- Git
- Jira
- PHP
- Vagrant
- Linux
- Powershell
- Web Development

## Senior DevOps Engineer II

January 2014 - April 2020

Ortigas Center, Pasig City

- Manages the build processes end-to-end, from the planning of builds through actual releases (deployment to production), including planning the deployment of software releases of products and the in-house applications
- Maintains the current Nowcom change management process for documenting software build/release
- Works with the end-users and internal cross-functional teams to prioritize and scope scheduled builds with completion dates for each phase
- Documents concisely and fully, and appropriately distributes all software builds
- Maintains the current Microsoft Azure DevOps Service version control systems which include user maintenance (as well as establishing the appropriate folder structure and branches for builds), creates and maintains version directories, and manages source control branches
- Validates binaries for custom .NET, .NET Core, WordPress, and PHP developments as necessary, and moves report files and non-database code to the production environment
- Coordinates and participates in regular post-implementation reviews and presents build metrics in order to assist with the evaluation of release quality
- Configures and implements automated tools and/or manual processes that integrate the OctopusDeploy app
- Works with other technical team members to resolve all build/release related issues
- Provides input to the Quality Assurance function when planning the testing process, and assists with the planning and support of user acceptance testing (UAT)
- Writes and maintains written procedures for build/release management
- Works flexible hours to avoid impact to production systems

Software QA Engineer  
July 2013 - December 2013  
Ortigas Center, Pasig City

- Work with customers to gather requirements and reproduce production issues
- Develop and document test plans
- Develop and maintain automated test jobs
- Test, report, and track issues with ongoing software
- Maintain high levels of release quality
- Assist development team in reproducing customer complaints and production issues
- Assist systems/operations team with instructions for production deployments
- Troubleshoot production issues

Trend Micro  
Cloud Security Engineer  
January 2010 - June 2013  
Ortigas Center, Pasig City

- Provides technical support via phone, chat, and email to NABU, APAC, and EMEA customers for Trend Micro Home and Home Office products for Windows, Android, and Mac OS X devices
- Handles customers' complaints and feedbacks and reports them to Team Lead
- Undertakes escalations of customers' cases to Escalations Team via chat and email
- Undertakes upselling of Trend Micro Premium Services for Installations, Virus Removal, and Security Health Check
- Utilizes LogMeIn for chat/remote service and GCC software for case logging which also gives the ability to monitor, analyze, and act upon intelligence in real-time
- Undertakes shiftlead tasks to create a report for Chat/Email Support Service Level Agreement issues which include engineers' attendance and customer service lines, and network technical issues
- Undertakes beta-testing of Trend Micro new products and/or versions for Windows, Android, and Mac OS X platforms

Datahold Phils. Inc.

Data Analyst

October 2007 - January 2010

Ortigas Center, Pasig City

New Projects Department (R&D)

- Undertakes software research and testing for fast statistics/counts software, deduplication and merge/purge software, data hygiene and report-generating software, and developing data processing software
- Undertakes testing of other vendors' data processing software
- Creates test scripts/scenarios for Data Services (DS) and Business Intelligence (BI) department end-users
- Creates simple training manuals/documentation for end-users

Data Services Department

- Analyzes and maintains databases of up to 15 million records for UK customers for their direct marketing

Tools used:

- ETL using MS SQL / FoxPro for Windows
- Data hygiene and file/report creation
- Deduplication and merge/purge software from UK vendors
- Database file format conversion
- Publishes updated databases using web-based software for client

TRx Global Outsourcing

Transcriptionist

February 2006 - June 2008

Kapitolyo, Pasig City

- Transcribes Medical and Business audio

Northbay Construction Services Corporation

Computer Engineer

October 1998 - March 2006

San Jose, Navotas City

- In-house Computer Technician
- Data encoder
- Graphic artist (Calling cards, invitations, company IDs etc.)

### Self Employed

Freelance Computer Technician/Programmer/Sales

October 1995 - September 1998

San Jose, Navotas City

- Works as on-call computer technician and programmer
- Undertakes computer sales and installations
- Conducts tutorials and technical support to clients

### Philippine Animation Studio, Inc.

In-between Artist

June 1992 - September 1995

Magallanes, Makati City

- Draws sequential movements of animated characters using pencil and paper (T-Rex, X-Men, Biker Mice from Mars, etc.)

### Trans-Asia (Phils.), Inc.

Data Encoder/Filing Clerk

June 1991 - August 1991

Legaspi Village, Makati City

- Writes letters/correspondences and monthly progress reports of projects
- Creates Pert/CPM using Lotus 123 / Sideways

### WenPhil Corporation (Wendy's Hamburgers Fast Food Chain)

Service Crew/Stock Clerk

February 1989 - April 1991

Buendia Branch, Pasay City

- Handles customer's orders, product preparation, store cleaning, monitor inventory, STA/stock reorder

## Education

Udemy Online (2023)

Short Course, Python Pro Bootcamp

Informatics Computer Institute (2002)

Short Course, Certified Internet Professional Program (Perl)

AMA Computer University (1987-1992)

Bachelor of Science, Computer Engineering

The Philippine Women's University (1986-1987)

Vocational Course, Digital & Computer Hardware Technician's Course

Systems Technology Institute (1985-1986)

Short Course, COBOL Computer Programming

University of Santo Tomas (1982-1985)

Bachelor of Science, Mathematics, 2<sup>nd</sup> year

*References will be sent upon request.*

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