

MELVIN BISCARRA



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Platform Engineer – Web Operations II

04/2020 – present

Carparts.com (Usautoparts Network Inc.)

- Release and deploy application and microservices to staging and production.
- Help maintain site productivity by implementing monitoring strategies, log analysis etc.
- Create custom integration of tools, setup alerts and automate notification for support teams and business owners.
- Manage Linux Servers on cloud, VM and bare-metals.
- Administration of kubernetes environment on AWS and Rancher.
- Create policies and secure traffic for best performance of CDN using Akamai.
- Collaborate with internal and external team to improve tools, systems, procedures and data security.
- Conduct systems tests for security, performance and availability.
- Develop and maintain design and troubleshooting documentation.
- Automate processes and monitor integration using jenkins/newrelic.
- Set up a continuous build environment to speed up software development and deployment process using tools like jenkins and git etc.
- Provide technical support for various business initiatives and development requirements.

SKILLS/TECHNOLOGY:

AWS cloud services, Rancher and Kubernetes administration. Docker Jenkins Terraform Git Newrelic, OP manager, Slack, Jira

DevOps Associate

04/2017 – 11/2019

Infor Pssc.

- Perform IT Service Management processes such as Incident, Problem, Monitoring and Service- request individually or as part of a team.
- Provide Root Cause Analysis (RCA) on High Severity incidents.
- Provided support and monitor performance of middleware applications in IBM Websphere.
- Experience with Amazon Web Services (AWS) cloud architecture: EC2, S3, CloudFormation.
- Build, install, configure, analyze, tune, and troubleshoot operating system to achieve optimum performance levels.
- Resolve difficult system problems and provide consultation or training.
- hardware, software, and utilities for installation, modification, troubleshooting, maintenance, and upgrades of operating systems and workstation environments.
- Monitor and analyze resource usage to recommend/develop enhancements to system capabilities and performance.
- Compare, evaluate, and implement new technologies, and integrate systems into the computing environment.
- Document systems infrastructure for users, support and consulting personnel, and developers.

SKILLS/TECHNOLOGY:

Web/Application Servers: IBM Websphere, HTTP Server, Tomcat. Bug Reporting Tools: JIRA, Version Control: Git, Gitlabs, Windows Orchestrator

System Administrator

02/2015 – 04/2017

BitWise IT Solutions

- Virtual Machine management using VMware
- Webroot Server Health check
- Approve Windows update (Critical updates & Service Packs) configured on monitored Devices
- Active Directory audit using tools.
- Managing snapshots in VMware vSphere Web Client.
- VMware Administration: Configuring, Managing and Creating Virtual Machines using template

Infrastructure Analyst - IAM

09/2012 – 11/2015

Cognizant Technology Solutions

- Provides support for Telecommunication concerns including AVAYA, NORTEL, CMS and Call Pilot using its Admin Console
- Provides advanced assistance on IT related issues (ie. Network, Telecommunication, Servers etc.).
- Server Administration and Maintenance.
- Access provisioning: Creating, Adding, Modifying and Terminating user accounts.
- Managed Microsoft 365, Google Cloud and Messaging services.
- Monitors activities within the domain using software provided

Desktop Administrator/Site Support

04/2010 – 08/2012

NCO Financials

- First-Point-of-Contact for all I.T. related issues and concerns which includes, but not limited to, Network, Telecommunications, System Servers, computer related hardware and software, Corporate/Client application for different platforms for either web-based or locally
- Server Administration and Maintenance.
- Access provisioning: Creating, Adding, Modifying and Terminating user accounts.
- Activate/deactivate users ID badges using Prowatch Badge System application.
- Generate reports on daily activities regarding issues from most common till the least
- Activate/deactivate users ID badges using Prowatch Badge System application.
- Exposed to UNIX based applications like SecureCRT, CRS, Dante and FACS.
- Identifies and Escalate issues with proper knowledge and judgment within SLA.
- Worked closely with network Engineers, Windows System/Server team, Desktop Analysts

Education/Trainings

2020

ZUITT Coding Bootcamp

Web Development – Front End

ASIA PACIFIC COLLEGE

2005-2011

“Bachelor of Arts in Multimedia Arts”

“B.S. COMPUTER SCIENCE AND INFORMATION TECHNOLOGY”

2017

“(CLF-C01) AWS Certified Cloud Practitioner”

2013

“MCSA - Microsoft Windows Server 2012 R2 (70-410 – 412)”

2012

“ITIL® v3 (2011) Foundation Certified”

2010

“Microsoft Certified Desktop Support Technician”