MELVIN BISCARRA

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| **Platform Engineer – Web Operations II**  *Carparts.com (Usautoparts Network Inc.)* | | *04/2020 – present* |

• 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*

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| **DevOps Associate**  *Infor Pssc.* | *04/2017 – 11/2019* |

• 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*

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| **System Administrator**  *BitWise IT Solutions* | 02/2015 – 04/2017 |

• 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 templat

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| **Infrastructure Analyst - IAM**  *Cognizant Technology Solutions* | 09/2012 – 11/2015 |

• 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 0365, Google Cloud and Messaging services.

• Monitors activities within the domain using software provided

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| **Desktop Administrator/Site Support**  *NCO Financials* | 04/2010 – 08/2012 |

• 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

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| **Education/Trainings**  **ZUITT Coding Bootcamp**  Web Development – Front End    **ASIA PACIFIC COLLEGE**  “Bachelor of Arts in Multimedia Arts”  “B.S. COMPUTER SCIENCE AND INFORMATION TECHNOLOGY”  **“(CLF-C01) AWS Certified Cloud Practitioner”**  **“MCSA - Microsoft Windows Server 2012 R2 (70-410 – 412)**  **“ITIL® v3 (2011) Foundation Certified”**  **“Microsoft Certified Desktop Support Technician“** | *2020*  *2005-2011*  *2017*  *2013*  *2012*  *2010* |