

Pamela M Mauna

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EDUCATION

Florida International University January 2023 – April 2025

Bachelor of Science in Computer Science

GPA: 3.0

- Society of Women Engineers (SWE) FIU

Miami Dade College – August 2022

Associates of Arts in Computer Science

GPA: 3.5

- Miami Dade College Robotics and Mathematics Club, Miami Dade College SHPE, EnTech/WITWomen in Technology

EXPERIENCE

Application Systems Analyst I August March 2023 - Current

BankUnited | Miami FL

- Delivered Tier II engineering support for internal systems with an emphasis on uptime, reliability, and observability.
- Automated system workflows and compliance alerting via PowerShell scripting, improving response times and reducing manual overhead.
- Supported daily CI/CD deployment monitoring and performed root cause analysis on incidents, contributing to operational readiness.
- Coordinated across engineering teams to document and standardize troubleshooting processes and incident response playbooks.

Sr Intern App Systems Analyst August 2022 – March 2023

BankUnited | Miami FL

- Assisted in deployment troubleshooting and log analysis during system escalations in distributed environments.
- Produced triage logs, compliance documentation, and system audit reports, enhancing cross-functional transparency.
- Collaborated with DevOps team to improve deployment reliability and streamline onboarding documentation.

Undergraduate Intern Researcher January 2022 - May 2022

MDC Robotics and Mathematics | Miami, FL

- Simulated performance anomalies and supported algorithm testing for behavior detection models using MATLAB and QBot.
- Gained foundational experience in analyzing system logs and telemetry related to algorithmic behavior.

Projects

DormBuddy Capstone Project August 2024 - December 2024

- Led development of a modular college life platform supporting task automation, peer lending, and expense tracking.
- Designed backend services and admin tools for system settings, user management, and real-time updates.
- Oversaw cross-functional collaboration using GitHub and Jira to manage CI/CD and feature delivery.

User List PowerShell Script January 2023 – May 2023

- Developed a script to extract and monitor SQL licensing data, triggering alerts for thresholds above 80%.
- Demonstrated proactive support engineering by identifying resource constraints before incidents occurred.

SCD algorithm (Java) January 2022 – August 2022

- Simulated environmental scanning logic with spiral traversal algorithms over grid systems for detection behavior modeling.

SKILLS

- **Support & Automation:** PowerShell, ServiceNow, CI/CD monitoring, incident response
- **Languages:** Java, PowerShell, C++
- **DevOps Tools:** GitHub, Jira, Confluence, SQL, BizzDesign
- **Cloud & Platforms:** Microsoft Stack; learning AWS, Terraform
- **Soft Skills:** Strong communication, collaboration across time zones, technical documentation, customer-centric support

Courses

- Data Structures & Algorithms, Database Management, Software Engineering, PowerShell Scripting