



SARAH DEL ROSARIO

DEVOPS | SUPPORT | ADMINISTRATOR

 1 (849) 352-5999

 sarahluzdrm@gmail.com

 Santo Domingo, Dominican Republic

 www.linkedin.com/in/sarahdelrosario

ABOUT ME

Passionate Cloud DevOps and Support with over 4 years of experience in development and administration. I am dedicated to leveraging cutting-edge tools and methodologies to streamline operations, enhance efficiency, and drive continuous improvement.

TECH

- Salesforce
- AWS
- Python
- Jenkins
- MongoDB
- Redis
- Openshift
- Azure
- Jira
- Scrum
- Kubernetes
- Docker
- Bash
- Terraform
- EC2
- ServiceNow
- VPC
- RDS

EXPERIENCE

CLOUD DEVOPS ENGINEER

Banco Popular Dominicano

2023 - Present

- Administer and support the implementation of OpenShift, Kubernetes, and AWS/ Azure solutions to ensure the smooth operation of applications and services.
- Develop and maintain automated deployment processes and continuous integration/continuous deployment (CI/CD) pipelines.
- Monitor system performance and availability using Dynatrace, Grafana, and Prometheus, promptly identifying and resolving any issues or bottlenecks.
- Agile project management through Jira with agile methodology.
- Provide support and troubleshooting for production incidents, collaborating with development and operations teams to ensure timely resolution.
- Manage and optimize cloud infrastructure on AWS / Azure, ensuring scalability, security, and cost-efficiency.
- Administer and maintain Salesforce applications, including user management, customization, and data integration.
- Collaborate with cross-functional teams to improve system reliability, efficiency, and performance.
- Develop and maintain scripts and automation tools using Python for various operational tasks.
- Utilize Redis and MongoDB for efficient data storage and retrieval.

EDUCATION

SOFTWARE ENGINEER

UAPA

2019 - 2023



SOFTWARE DEVELOPMENT ENGINEER

New Tech

2021 - 2022

- Provided technical support and assistance to developers, addressing their software-related inquiries and issues promptly and effectively for Salesforce and Azure/AWS.
- Utilized servicenow as the primary ticketing system to manage and track customer support requests.
- Maintained a strong knowledge base of the company's software products, including their features, functionalities, and best practices.
- Administered and customize Salesforce applications, including Sales Cloud and Service Cloud, to meet customer requirements.
- Worked closely with development teams to identify and communicate customer needs and provide feedback for product improvement.
- Utilized GitLab for version control and collaborate with development teams on code repositories.
- Managed, led and prioritized support tickets using Jira, ensuring timely resolution and customer satisfaction.
- Maintained documentation, including Confluence, to capture troubleshooting procedures, resolutions, and best practices.
- Fostered strong customer relationships by delivering exceptional service and support.

LEAD SUPPORT ENGINEER

Abt Associates

2020 - 2021

- Provided technical support to NOC and end-users, resolving IT-related issues promptly and efficiently.
- Utilized ServiceNow as the primary ticketing system to log, track, and manage user support requests.
- Assisted users in troubleshooting hardware, software, and network-related problems on Windows and MacOS platforms.
- Set up and configured user accounts, permissions, and access rights in Active Directory and Office 365.
- Maintained and update the knowledge base, documenting solutions, troubleshooting procedures, and best practices.
- Supported users in utilizing virtual machines and virtualization technologies for efficient software development and testing for EC2 instances.
- Conducted software installations, upgrades, and patches for desktop applications and operating systems.
- Educated users on IT policies, security practices, and proper use of IT resources.

JR. DEVOPS ENGINEER

Amarillo

2019 - 2020

- Achieved and managed service provider status for containerization technologies, specifically Kubernetes.
- Designed, built, and maintained servers running on Azure, Amazon Linux, and Red Hat, ensuring optimal performance, security, and scalability.
- Developed and maintained scripts using Python, shell scripting, and JSON to automate infrastructure provisioning, configuration, and deployment processes.
- Utilized Git for version control, ensuring proper code management and collaboration with development teams.
- Created and configured virtual machines (VMs) to meet specific project requirements and optimize system performance.
- Participated in on-call rotation and provide timely response and resolution to production incidents.

TECHNICAL SUPPORT ENGINEER

Teleperformance

2017 - 2019

- Provided technical support to customers in English and Spanish through phone calls, chat sessions, and email communication.
- Troubleshoot and resolved customer issues related to Salesforce products and services.
- Utilized Salesforce CRM to log and manage customer support cases, ensuring accurate and timely documentation.
- Assisted customers with the configuration and customization of Salesforce applications based on their specific needs.
- Guided customers through troubleshooting steps and provide solutions to resolve technical problems or errors.
- Collaborated with cross-functional teams, including developers and product specialists, to resolve complex issues and escalate cases when necessary.
- Maintained a high level of customer satisfaction by delivering excellent service and support.
- Documented and shared common customer issues, resolutions, and workarounds to contribute to the knowledge base and improve support efficiency.
- Ensured effective communication and follow-up with customers to ensure their issues are resolved to their satisfaction.