

# Carla Sampaga

Site Reliability Engineer – 4+ years

Business Analyst – 7+ years

- Seven (12) years of experience in implementing, supporting, maintaining and managing Financial Service Systems
- Eight (12) years of relevant experience in System Administration using Linux OS, Database and Application/Web Server, and Clustered Systems
- Eight (7) years of relevant experience as Business and Systems Analyst
- Seven (7) years of experience in implementing payment processing using Visa and MasterCard Credit Card, Debit and In-house Cards (Issuing, Acquiring, Ecommerce, On-Us)
- Seven (7) years of experience in System Development and Bug Fixing using Java
- Four (4) years of experience in managing microservices, APIs, HA/Load Balancers

## Work History

### Metropolitan Bank and Trust Company

Industry: Financial and Banking Industry

Address: Head Office - Metrobank Plaza, Sen. Gil J. Puyat Avenue, Makati City, 1200 Philippines

Providing support and maintenance services to the digital applications (WEB and mobile applications) and platform applications (i.e. Keycloak, Kafka, Middlewares like ESB/Mulesoft etc.).

#### **Developer/ Site Reliability Engineer (August 2018 – present)**

Managing incidents, production monitoring and resolution and ensuring application systems are running smoothly and working as expected. Provides system enhancements and improvements to existing applications to increase performance and scalability. Ensuring high-availability (e.g. HA setup) and redundancy (DR setup) of applications are in place to operate continuously without failing or to no/less down time.

Managing releases to ensure that it will not affect the current BAU and to provide immediate resolution in the event of unforeseen issues occur. Responsible in ensuring that non-production environment is accessible and usable to the development and QA team to have a continuous development, integration, testing and deployment.

### ÆON Credit Service Systems (Philippines) Inc.

Industry: Financial and Banking Industry

Address: Unit 802, Philplans Corporate Center 1012 Triangle Drive corner 10<sup>th</sup> and 11<sup>th</sup> Avenue Bonifacio Global City, Taguig City 1634, Philippines

Provided IT services to the affiliates of ÆON Financial Service Co., Ltd. in Malaysia, Cambodia, Hong Kong, Indonesia, Philippines and Thailand.

#### **Project Lead / Business Analyst (April 2014 – July 2018)**

- Onshore project and client coordinator, project lead and business analyst to our affiliates in Malaysia. Oversee project milestone and deliverables to ensure business requirements are implemented as expected and project is within budget and schedule.
- Attended onshore project meetings, requirements gathering and elicitation, and created Business requirement documentations and Functional documentations.

## Personal Information

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Mobile Number: +63998-996-5688

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## Technical Skills

LINUX	●●●●○ Advanced
Bash Scripting	●●●○ Intermediate
Agile Development (Java)	●●●●○ Advanced
ISO8583 Message Format / Processing	●●●●○ Advanced
Microsoft Office: (Word, Excel, PowerPoint, Outlook, Project, Visio)	●●●●○ Advanced
Git, SVN	●●●●○ Advanced
Visa Test Simulator / MasterCard Simulator	●●●●○ Advanced
NGINX Plus	●●●●○ Advanced
HAProxy	●●●●○ Advanced
Keycloak	●●●●○ Advanced
Openshift	●●●○ Intermediate
AppDynamics	●●●○ Intermediate
Confluent Kafka	●●●●○ Intermediate
Microservices / APIs	●●●○ Intermediate
Jira / Redmine	●●●●○

- Created and presented proposals, technical solutions, risk assessments, impact and gap analysis based on client needs and new products.
- Provided system analysis & design for enhancements & new projects.
- Provided production maintenance & support and ensuring application is accessible and working as expected.
- Mentored and coached onshore and offshore teammates.
- Provided onshore and offshore testing, bug fixing, implementation and development of VISA and MasterCard POS/EDC Acquiring Card processing, Automated Teller Machine (ATM)/Cash Deposit Machine (CDM)/Cash Recycling Machine (CRM) On-Us/Off-Us processing and Visa mobile payment using QR code.

#### Software Engineer / Business Analyst (June 2010 – March 2014)

- Provided onshore testing, bug fixing, implementation and development to support American Express (AMEX), VISA and MasterCard Card Issuing and POS/EDC On-Us Card processing to the affiliates in Hong Kong and Malaysia.
- Coordinated and work closely with vendors, project managers and project owners and were able to pass and get certification from VISA and MasterCard.
- Successfully launched and implemented VISA and MasterCard Card Issuing and 3D Secure (E-Commerce) processing in Malaysia.

#### Project Involved:

##### Front End Processing (FEP) / Switch

FEP is a system that manages credit card transactions received from Card Brand Networks (VISA, MasterCard, CUP, JCB and AMEX), EDC/POS using ISO8583 message format and ATM/CDM/CRM to route transactions to another internal system for authorization and validation. These systems are not limited to **Hardware Security Module** (for card verification, EMV validation, etc.), Fraud Monitoring System, AS400/Core banking (for authorization), Access Control Server, IVR, WEB and mobile.

#### Affiliates:

- **ÆON Credit Service (M) Berhad (Malaysia)**
- **ÆON Specialized Bank (Cambodia) Plc.**
- **ÆON Credit Service Indonesia**
- **ÆON Credit Service (Asia) Ltd.**
- **ÆON Thana Sinsap Thailand Public Co. Ltd.**
- **ÆON Credit Service (Philippines) Inc.**

#### Major Projects involved:

- Successful implementation of Card Payment processing using VISA and MasterCard MagStripe / EMV Contact or Contactless (PayPass/PayWave) Card, including 3D Secure (Ecommerce) processing
- Successful implementation of POS/EDC and ATM/CDM/CRM On-Us and Off-Us/Acquiring Card payment processing using VISA and MasterCard Credit Cards
- Successful implementation of Malaysia EDC Chip with PIN project
- Successful implementation of Cambodia's E-wallet/QR Payment project

## Soft Skills

- Strong written and oral communication skills in English
- Strong experience working on an environment of different races and cultures, and developing good rapport
- Strong analytical thinking through problem solving, research and providing solutions to client needs and/or urgent production issues
- Self-disciplined and has the ability to work independently and under pressure
- Flexible and able to adapt to sudden change of schedule and priorities
- Able to manage tasks and schedule, and determine priorities based on impact and urgency
- Able to train, coach and mentor new hires with the tools and applications being used and supported

## Trainings

- Java Fundamentals Training
- Java Web Development and Combined Spring Hibernate Training
- AS400 Training (CL and RPG)
- Payment Card Industry Data Security Standards (PCI – DSS)

## Languages

English	●●●●○ Intermediate
Filipino	●●●●● Advanced

## Education

2005 – 2009	<b>Bachelor of Science in Information Technology</b> Saint Louis University (Baguio City), Philippines
2001 – 2005	<b>Secondary Education</b> Laoac National High School (Pangasinan), Philippines