Jessica P. Martinez

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CAREER OBJECTIVE

To obtain a place in a corporate setting where I can grow professionally and build a long-term career. I would like to utilize my skills, experience and willing to learn new ideas and concept that will help me to grow professionally. Moreover, I would like to work with other professionals to improve my skills which will allow me to further contribute to this field.

EDUCATIONAL BACKGROUND

Bachelor of Science in Information Technology
Certified in IBM DB2 Academic Associate
Academic Distinction
Asia Pacific College, Magallanes, Makati City
June 2011- May 2015

SUMMARY OF QUALIFICATIONS/SKILLS

- Experienced with Red Hat Linux, Ubuntu, Debian, Solaris and AIX system.
- Experienced with application system: Apache, Tomcat, Glassfish, JBOSS EAP and WebLogic.
- Perform troubleshooting, resolution and problem analysis, utilizing infrastructure and application-level monitoring.
- Maintain and monitor all patch releases and design various patch installation strategies and maintain all systems according to company's standards.
- Install and maintain all server hardware and software systems and administer all server performance and ensure availability for same.
- Administer all performance for various resources and ensure optimization for same and provide support to all applications and ensure optimal level of customer services.
- Deploy all the required changes or fixes needed for each application.
- Maintain best practices on managing systems and services across all environments.
- Proactively monitoring system performance and capacity planning.
- Create and modify scripts or applications to perform tasks.
- Provide input on ways to improve the stability, security, efficiency, and scalability of the environment.
- Collaborate with other teams and team members to develop automation strategies and deployment processes.
- Experienced with NCR inventory Management and Micros Database/System.
- Skilled at presenting technical and abstract concepts in a clear and concise way.
- Highly reliable self-starter; Versatile and multi-skilled person.
- Self-Motivated; has eagerness to learn more.
- Can work independently with minimal supervision, pleasant and positive disposition.

PROFESSIONAL EXPERIENCE

Vestas Shared Service A/S Philippine ROHQ

Infrastructure Operation Engineer
Floor, Five E-Com Center, Harbor Drive, Mall of Asia Complex, Pasay City
July 2023 - Present

Key Deliverable:

- Define, evaluate, plan, forecast, measure, maintain, and improve all aspects of the availability of services
- Direct changes to service, configuration items, organizational change, supplier change, and associated documentation
- Coordinate the response to incident reports, ensuring relevant prioritization and detail to allow effective investigation
- Ownership of problems and proactively resolving technical problems
- Manage PaaS solutions, such as Azure and other various web platforms in the data center
- Deploy and configure services/applications in on-prem and cloud setups
- Design and present platform architecture for projects that you participate in
- Collaborating and aligning with other engineers and stakeholders to identify and address technical challenges and opportunities, and ensure that our platforms live up to our business needs and goals
- Evaluating and selecting appropriate tools and technologies for use in our infrastructure, including cloud computing platforms, version control systems, automation tools, and monitoring and logging tools
- Integrating selected tools and technologies into our infrastructure and supporting their use by our development and operations teams
- Derive Platform needs from business dialogues
- Contribute to Platform roadmap and contribute to improving capabilities within the area
- Provide feedback regarding development or engineering methodologies, standards, and leading practices
- Maintain and spread the DevOps culture and ways of working across Vestas

BDO Unibank, Inc.

Platform Engineer / Junior Assistant Manager 3
BDO Paseo Tower, 8741 Paseo De Roxas corner Valero Street, 1226 Makati City
June 2016 – July 2023

Key Deliverable:

System Administration

- Functions as the primary Systems Administrator for Linux systems and servers;
- Responsible for installation, configuration, and administration **of Red Hat Linux, Solaris, Ubuntu, Debian** systems;
- Installation, configuration, tuning and troubleshoot in various application servers**: Apache, Tomcat, Glassfish, JBoss EAP, and WebLogic;**
- Perform Annual Preventive Maintenance of servers (Clean physical server, Update OS and application software, etc.), including planning and scheduling, testing, and coordination;
- Migration and Implementation of Applications/Databases residing in Physical Servers to Cloud (**VPC, AWS & Azure**);
- System Build of new application with various priority levels and timelines from start to finish;
- Perform BAU task for Red Hat Linux, Solaris, Ubuntu, Debian systems
- Implemented Automated tools for OS installation (FAI for Linux; OpsCenter for solaris and oracle linux)

- Implement measures that enable assigned servers to meet business requirements for efficiency, capacity, security, and availability;
- Make recommendations on the upgrade or replacement of servers by performing annual capacity planning and technical recommendation;
- Review and plan (together with the database administrators, network administrators and application developers or vendors) server use, upgrades, configuration and installation, maintenance, security and monitoring;
- Assist development teams with technical issues related to servers;
- Provide inputs in the implementation of the technical contingency plans for the servers supported by the section;
- Remediate VA findings;
- Monitor and report server issues to stakeholders;
- Decommissioning of the old servers and keeping track or decommissioned and new servers using inventory list.

Request and Issue Resolution

- Resolve assigned requests and issues in a timely manner consistent with approved policies and procedures;
- Assist other system administrators diagnose and resolve server-related problems;
- Escalate issues and requests in accordance with policy and procedure;
- Work with the application development teams and, if necessary, hardware and software vendors, for server-related problems and their resolution;
- Worked with DBA team for database performance issues, network related issue on Linux / Unix Servers and with vendors for hardware related issues;
- Perform RCA for every issue encountered.

Other Function

- Participated in on-call rotation to provide 24X7 technical supports;
- Assist the section lead formulate policies and procedures;
- Research and recommend new approaches for system administration;

- Recommend changes and improvements to policies and procedures;
- Perform other related functions that may be assigned from time to time;
- Demonstrated written and verbal communication skills to audiences with a wide variety of technical knowledge;
- Develop and maintain accurate documentation for internal procedures and services.

Cognizant Technology Solution

Data Process Executive
Science Hub 4, Campus Avenue, McKinley Hill Taguig, 1634 Metro Manila
August 2015 – March 2016

Key Deliverable:

- Handle NCR Inventory Management and Micros Database System for TGIFriday in US.
- Distributing NCR IM related tickets.
- Create, update and delete client's data.
- Investigate for any theoretical or actual issues regarding with client's inventory.
- Creating Button for client's POS system.
- Updating price of their Menus.
- Send out daily, weekly and monthly report to the management and client

REFERENCES

Katrina Leonen
Team Manager
Cognizant Technology Solution
0915-3396-307

Irving Magno
Section Lead
BDO Unibank, Inc.
0922-8202-947

Raymond Jeffrey Catalan
Section Lead
BDO Unibank, Inc.
0939-9066-467

Steven Fontanilla
Team Manager
Cognizant Technology Solution
0915-6442-143

Ruben Banta Jr.
Section Lead
BDO Unibank, Inc.
0926-6599-180