

Elbien Itaas

Systems and Site Reliability Engineer

PROFESSIONAL SUMMARY

Systems and site reliability engineer with 3 years of work experience on both on-premise and cloud-based systems. Practiced at implementing cost-effective and security-hardened solutions to international clients with an excellent mastery of the English language. Adept at creating easy-to-follow guidelines and troubleshooting documentation for non-technical staff. Loves collaborating with customers and teammates to develop and implement creative technical solutions to challenging problems.

WORK HISTORY

2020-07 - Systems Engineer

2023-07 *Azeus Systems Philippines Limited, Metro Manila*

- Proposed and implemented technical and feasible solutions for new system designs and suggested options for performance improvement of technical components
- Streamlined troubleshooting processes to improve system support and enhance communication between support team and end-users
- Optimized networked software and operating systems by applying updates and patches
- Ensure that systems follow proper security standards and pass all required security checks
- Coordinate with systems administrators for international clients (Canada, USA, Europe, Middle East, Australia, Asia) in setting-up and managing system configurations

2023-09 - Site Reliability Engineer

Current *TEG Pty. Ltd, Sydney*

- Using automation tools to deploy, monitor and observe software reliability of the existing systems
- Maintaining the performance of systems in the production environment

ACHIEVEMENTS

- **Hong Kong Government Project:** Successfully participated in the 6-month intensive implementation of the Azeus Central Electronic Recordkeeping System (CERKS), a 1-billion HKD project for the Hong Kong government to create a centralized system that the different bureaus and departments will use for tracking and maintaining their records within their own cloud platform.
- **Multinational Product Implementation:** Systems Engineer for the Azeus Convene team, a multi-awarded board management and portal solution that simplifies the board meeting process and empowers thousands of organizations worldwide to foster better governance.

EDUCATION

2014-08 – Bachelor of Science in Computer Engineering

2019-06 *University of the Philippines Diliman – Quezon City, Philippines*
Graduated Cum Laude (GPA: 3.0)

CONTACT

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TECHINICAL PROFILE

- Amazon Web Services
- Docker
- Kubernetes
- Ansible
- Apache
- Nginx
- Linux
- JIRA
- GitLab
- Microsoft Office

COMPETENCIES

Technical Analysis

User Support

Troubleshooting

Cost Estimates

AWS Cloud Services

LANGUAGES

English (IELTS General Training
Grade: 8.0)

Filipino