Zaila Mariel Abad

Cloud Delivery Release Engineer

Contact

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Skills

Programming Languages: Basic C, C++, Java, Intermediate Python

Database Management: Basic Microsoft SQL, MySQL

Automation: Basic RPA, UIPath, Proficient PowerShell Scripting

Server Management: Windows OS (Azure & AWS), IIS

Software Management: RSA eGRC & Forcepoint Triton (desktop app), HCL AppScan Enterprise, Standard & Source

Monitoring Tools: Appdynamics, Datadog

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

2022-10 - Current

Cloud Delivery Release Engineer

Deltek Systems (Philippines), Ltd.

- Performs server and database testing as part of version release upgrade
- Database and SQL scripting experience.
- Troubleshooting, maintenance, and support experience
- Automation process improvement initiatives using Powershell
- Overviews and responsible from planning to completion of major product version upgrade
- Learned and adapted quickly to new technology and software applications.
- Worked well in a team setting, providing support and guidance.
- Identified issues, analyzed information and provided solutions to problems.
- Participated in team projects, demonstrating an ability to work collaboratively and effectively.
- Resolved problems, improved operations and provided exceptional service.

2016-08 - 2022-10

Adv App/Cloud Supp & Eng Sr Analyst

Accenture, Inc

Specialization: Application Support
Nature of Work: Application Support Experience

- Identify, assess, and provide time estimates on infrastructure related activities
- Responsible for complying security standards on server & application level
- Reviews application releases and requirements
- Create & reviews documentation for operation processes
- Acting application technology architect
- Responsible for resolving application & server issues and preventing service outages
- Performed regression testing & application upgrades and releases
- Coordinated with vendor on troubleshooting and issue fixes
- Create problem and root cause analysis report
- Perform bi-yearly application upgrade from stage - production.
- Excellent communication skills, both verbal and written.

Application Lead:
- Provide training, coaching & guidance to team
- Manage team capacity and workload across different shifts & location
- Provide feedback, review points, and guidance on resources' tasks and career plans
- Strengthen relationship with vendor and stakeholders
- Performs impact assessment and decision making
- Effectively communicates with the team and resolves impediments
- Acts as a liaison between internal team, stakeholders, and vendors for better communication
- Assures SLA is followed to prevent ticket breaches
- Escalate matters accordingly to management
- Aids team's needs accordingly

Automation Experience
- Build new tools for server health monitoring and auto healing using PowerShell Scripting
- Consultant for other automation ideas related to server & application health status and auto healing using PowerShell and UIPath for reporting
- Maintain peak application performance through regular log & database cleanup automation

2017-04 - 2017-06   **Customer Service Representative**
Aegis People Support
- Customer Service - Communicated specific requests of the customers - Booked customers in the hotel of their choice - Followed a certain call flow

Education

2012-06 - 2016-06   **Bachelor of Science: Mathematics**
University of The Philippines Cebu - Philippines
- Member of UPFC Ladies Football Club
- Received Department of Science & Mathematics Scholarship

2008-06 - 2012-04   **High School Diploma**
Ubay National Science High School - Philippines
- Class Salutatorian
- Elected Captain of UNSHS Women's Volleyball Club

Certifications

2020-11   Agile Professional

2021-11   Full Stack Automation Engineer (RPA &

2021-11   Scripting)

2017-03   Career Service Professional Exam (Civil Service Commission))

Interests

Sports

Travel

Health

Kpop