



CHRISTIAN ANGEL REYES

SITE RELIABILITY ENGINEER

Site reliability engineer with 7 years experience as a support, monitoring and senior linux administrator. Provides quality services, Studious, trainable, used to fast-paced work environment and an exceptional English communicator.

EDUCATION

Bachelor of Science, Major in Computer Science

Lyceum of the Philippines University
– Cavite (2013-2017)

TOP ACCREDITATIONS

- Certified Lean Six Sigma Yellow Belt (CLSSYB)
- Professional Scrum Master (PSM)
- ITIL V3
- Certified IBM IT Support
- Data Science Harvardx
- Academic & Business writing

CONTACT

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Cavite, Philippines

EXPERIENCES

Site Reliability Engineer

IMVU – Silicon Valley USA (June 2022–Present)

- Analyze Performance Bottlenecks + Service Weaknesses for Improvement- as a 'First_Response': Responsible in Sending Alert – Metrics Analysis, Handling Escalation, and Debugging of Service-Issues
- Troubleshoot and Analyze Production Problems, Using Production Tools to Understand and Resolve Problems (Escalate to Next-Level as Needed)
- Contribute to the expansion of the Knowledge Base and Write Clear & Concise Documentation, On Symptoms of Problems Encountered + and How to Resolve Issues
- Solid Knowledge: L2 and L3 Networking Fundamentals and Technologies, Solid Troubleshooting / Administration Knowledge of: GNU/Linux Systems
- Able to Read-and-Understand: Open Source Languages such as PERL, BASH, GOLANG + Fluent in Common Lamp Stack and Related Technologies (APACHE, NGINX, MYSQL and HAPROXY, LVM), and Experience w/ 24x7 Monitoring Suites
- Friendly, Approachable, Capable of Interacting with Many Different Stakeholders and Teams – strong Written and Verbal Communication Skills, Build Positive Relationships
- Ability to Troubleshoot and Work Under Stress – Read & Follow Precise Instructions – Read and Write Runbooks Strong Decision-Making Skills (Know When to Escalate)
- Ability to Take and Hold On-Call Duty, where necessary
- Strong Understanding: TCP/IP, L2 To L4 Networking and Load Balancing, Common Routing Protocols (BGP, OSPF) you Serve as a 'First Responder' for all Production Issues
- MySQL Database Administration (Real-Time Back-ups & Master and Slave Replication, Recovery, Monitoring, and Performance Running + Source Control Experience which Includes SVN/GIT + Virtualization Technology Experience (Including Both – KVM/PROXMOX)

IMVU – Silicon Valley USA (JUNE 2022–Present)

- Experience with Medium-Sized Production-Clusters, that are Focused On 99's UPTIME
 - Experience with Ganglia, NAGIOS, SENSU, and Zabbix
 - Experience in Bitbucket or GitHub repositories
 - Knowledge with CEPH
 - Atlassians Software support and integration (Jira, Bitbucket and Confluence)
 - Scrum Master
 - Prodwatcher and Elastic Search
 - AWS support
 - Cloudflare support
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MANAGED SERVICES LEAD

Mobile Technologies – Dubai UAE (JANUARY 2022 – June 2022)

- ITIL processed management
- Handling tickets of 12 telecommunications company around the world
- Linux server support
- Database support
- AWR analyst
- Managed services Lead to Smart Communication Philippines
- Simcard Management
- 24/7 standby support
- Log Analyst
- SQL knowledge/experience
- Scripting knowledge/experience
- Experience supporting cloud applications
- Understanding of software development lifecycle
- Excellent analytical and problem solving skills
- Good written and spoken English
- Practical experience of working with Linux servers, databases and IP networks
- Ability to work both independently and as part of team with minimum supervision
- Excellent customer service skills
- Flexibility – willing to work in shifts to ensure 24/7/365 support service
- Ability to work in a fast-paced production environment
- Azure support
- AWS support
- Google cloud platform support
- Atlassians Software support and integration (Jira, Bitbucket and Confluence)

L1 MONITORING & INFRASTRUCTURE SUPPORT

Mobile Technologies – Dubai, UAE (JULY 2021 – DECEMBER 2021)

- Microsoft Azure Associate Administrator
- Linux Administrator
- Monitoring support using Dynatrace
- Maintain system efficiency
- Ensure system design allows all components to work together properly
- Make recommendations for upgrades
- Evaluate and modify system performance
- Setting up new users and giving them access to internal and external resources
- Managing and maintaining the file servers
- Monitoring the internet connections and LAN/WAN State
- Deploying the latest security patches
- Deploy application to clients infrastructure that is supported by the company
- SNOW support
- Onsite hardware switch cleaning and troubleshooting
- Windows and linux Upgrade
- LAN/WAN Support
- Support with a collaboration of task to Security team and Sales marketing team
- Automation of simple task using Microsoft PowerAutomate
- AWS & Azure Support

PRODUCTION SUPPORT & CHANGE MANAGER

Allianz PNB (JANUARY 2021-JULY 2021)

- Change Management
- Change approver/Implementor
- System administration Support
- UAT/PROD support
- Network VPN support
- War and batch files deployment
- MySQL Admin / Support
- Oracle TNS admin / Support
- Zabbix monitoring
- 24/7 Oncall Change support
- Linux and windows server Support
- ServiceNow ticketing tool
- Toad Admin
- Linux patching support
- Checking of SQL script before deploying change in
- Production servers
- Developer support
- Apk / Android deployment in Production server
- TOMCAT
- ITIL process flow oriented
- Task scheduler support
- Website deployment
- Cloud Services (AWS and Azure)
- Atlassian Software support and integration (Jira, Bitbucket and Confluence)

MANAGED SERVICES CONSULTANT

ITRS (PHIL) INC (June 2017-JANUARY 2021)

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- Application monitoring support
 - Following ITIL Foundation Process
 - Geneos Monitoring support
 - Servicenow ticketing
 - Remedy ticket handling process
 - HP service manager
 - Linux server support
 - Windows Server support
 - Citrix
 - Network monitoring
 - Email / Outlook support
 - Customer oriented
 - SLA 24/7 Support to clients
 - Atlassians Software support and integration (Jira, Bitbucket and Confluence)

IT INTERN

PERSONIV ALABANG (June 2016 - Feb 2017)

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- Conducted Technical support on workstations
 - Network monitoring system analysis
 - Hardware troubleshooting
 - Ticketing
 - Phone helpdesk assistant
 - Network LAN Cabling.

PROFESSIONAL DEVELOPMENT

- Certified Lean Six Sigma Yellow Belt (CLSSYB) - December 2022
- Professional Scrum Master (PSM) - November 2022
- ITIL Foundation (V3) - August 17, 2017
- Certified IBM IT Support - April 16, 2023
- Microsoft Azure Associate Administrator - February 2022
- Microsoft Windows 2019 hybrid assessment - February 2022
- Academic and Business Writing - September 7, 2020, Berkeley
- Data Science - February 9 2021, Harvardx
- Learning Linux Command Line - September 24, 2019
- Cloud Security Considerations for the Financial Services Industry - July 19, 2019
- Selling into Industries: Financial Services - July 17, 2019
- Sales: Selling Financial Products and Services - July 17, 2019
- Problem Solving Techniques - July 18, 2019
- GDPR Compliance: Essential Training - March 29, 2019
- Learning Nagios - June 21, 2019
- Windows Server 2016: Installation and Configuration - June 21, 2019
- Cloud Architecture: Design Decisions - June 23, 2019
- Managing Your Personal Investments - June 23, 2019
- IT Service Desk Careers and Certifications: First Steps - June 24, 2019
- Financial Forecasting with Big Data - July 8, 2019
- Communicating with Confidence - July 10, 2019
- Public Speaking Foundations - July 10, 2019
- Sales: Selling Financial Products and Services - July 17, 2019

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SKILLS

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| ITSM | ServiceNow, Jira, Remedy , HP Service manager, OTRS |
| SCRIPTING | Bash, Golang, Perl, Python |
| OPERATING SYSTEM | Windows, Ubuntu, Linux, CentOS, Red hat, AIX, SunOS |
| MESSAGING ITEM | Skype , Viber, Slack, Whatsapp |
| AUTOMATION | PowerAutomate, SOAPUI |
| DATABASE | MySQL, Oracle, Redis, MariaDB, MongoDB, Postgresql |
| MONITORING | ITRS Geneos , Zabbix, Grafana ,Dynatrace, NAGIOS, |
| SECURITY | Crowdstrike |
| REMOTE MANAGEMENT | Teamviewer, Remote Desktop, CITRIX, VMware, Vcenter |
| HARDWARE | RAID Storage System, CISCO routers, IDRAC, Juniper, |
| WFM APPLICATIONS | Salesforce, Asana, Zendesk, Ehour, ServiceNow, Jira, ATlassian Confluence |