

AILEEN SIWA

DEVOPS ENGINEER I
FRONTEND WEB DEVELOPER

SUMMARY

Has worked on revamping, creating Wordpress sites and maintaining them if requested. With years of experience from the web hosting industry, I have learned the workaround on troubleshooting hosting related concerns.

Currently has the basic knowledge of maintaining Angular websites., creating EDMs in Salesforce Marketing Cloud and HTML templates.

CORE COMPETENCIES

Adaptability and a willingness to learn new technologies.
Ability to collaborate and communicate effectively with diverse teams.

REACH ME AT:

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PROFESSIONAL HISTORY

Devops Engineer I

Finstro Philippines | April 2023 - present

- Work with AWS to deploy and manage applications.
- Optimize cloud resources for cost and performance.
- Coordinate and execute releases, including rollback procedures when necessary.
- Identify repetitive tasks and automate them to improve efficiency.
- Develop and maintain scripts for automating routine operational procedures.
- Work with development teams to ensure smooth integration of code changes into the production environment.

Website Developer

Finstro Philippines | March 2022 - April 2023

- Develop and implement features for websites based on client requirements.
- Collaborate with designers to implement their vision and ensure a seamless user experience.
- Implement and manage content on websites, ensuring accuracy and relevance.
- Work with content management systems (CMS) if applicable.
- Conduct thorough testing to identify and fix bugs and issues.
- Ensure websites are compatible across different browsers and devices.
- Collaborate with cross-functional teams, including designers, other developers, and project managers.
- Stay updated on industry trends, new technologies, and best practices.
- Other tasks: Design and build EDMs within Salesforce Marketing Cloud.

Hosting Support I

Sutherland Global Philippines | Nov. 2021 - Feb. 2022

- Provide prompt support via phone calls
- Troubleshooting a variety of technical and non-technical issues customers are having with their web hosting plans and services.
- Performs other miscellaneous task assigned

Customer Support Representative

Sutherland Global Philippines | Feb. 2021 - Nov. 2021

- Provide prompt support via chat
- Troubleshooting a variety of technical and non-technical issues customers are having with their web hosting plans, domains, emails and other services.
- Performs other miscellaneous task assigned

Social Media Specialist

Bluedog Cybersecurity | Aug. 2020 - Feb. 2021

- Develop, implement & manage the company's social media accounts
- Coordinate with the copywriter & the graphic artist to ensure that we come up with a very informative and appealing content that is on-point with the brand's directives

Web Hosting Support Supervisor

Freeparking Domain Registrar | Jan. 2017 - Aug. 2020

- In charge of staff scheduling and coordination with support manager.
- Troubleshooting a variety of technical and non-technical issues customers are having with their web hosting plans and services.
- Provide technical support for level one escalation issues via email and chat

Hosting Support Specialist

Freeparking Domain Registrar | April 2015 - Dec. 2016

- Troubleshooting a variety of technical and non-technical issues customers are having with their web hosting plans and services.
- Provide technical support for level one escalation issues via email and chat

Wordpress Admin/Developer

Freelance | March 2015 - present

- Design, implement and manage websites using WordPress.
- Manage front-end and back-end website development.
- Troubleshoot and resolve website problems

Contributor/Photographer

Adventour Magazine | Sept. 2014 - May 2015

Part-time Instructor

iAcademy | May 2013 - Dec. 2013

Linkbuilder/SEO Specialist

Freelance | Aug. 2009 - April 2015

Customer Support Agent

Startek | Aug. 2012 - June 2013

- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Sound Engineer

Freelance | Aug. 2008 - Feb. 2009

Technical Support Specialist

IBM Daksh | June 2007 - Oct. 2007

- Handle calls related to technical consultations and troubleshooting for Apple Computers
- Provide information to inquiries and product related issues to customers

Call Center Agent

NCO Group | Nov. 2006 - April 2007

Recording Engineer

Acoustic Underground | Dec. 2004 - Nov. 2006

- Record, edit and mix audio tracks
- Make sure that all of the studio equipment is working correctly and that it's properly set up for the recording session

ACADEMIC BACKGROUND

Polytechnic University of the Philippines

Bachelor of Science in Electronics and Communications Engineering | June 1996 - May 2003