

Jonathan L. Ramirez

System Administrator | DevOps Analyst

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Summary

Experienced IT professional with a diverse skill set and a strong background in both DevOps and Full Stack Development. Currently working as a Development Operation Analyst and System Administrator at Mercola Consulting Services, LLC, with responsibilities spanning site speed analysis, performance reporting, collaboration with cross-functional teams, and implementing system enhancements. Additionally, skilled in System Administration tasks such as patch management, server monitoring, and troubleshooting for Windows/Linux Servers.

Previous roles include Full Stack Developer at Appcentric Solutions Inc., Application Support Analyst at Orchid Cybertech Services Inc. (TPG TELECOM), IT Jr. Programmer/Tech Support at Bali Development Corp. (Victoria Court), and IT Associate at Intelligent Beauty Skin Solutions, Inc. (Belo Medical Group), where responsibilities ranged from manual testing and system documentation to technical support and web development projects.

Possesses a solid skill set encompassing Microsoft products, Adobe products, graphics design, and programming languages (Php, Mysql, Css, Javascript, Bootstrap, Html5, Java, Magento, Prestashop, Wordpress). Experienced with Node.js, AngularJs, and Microsoft Server Administration (IIS, SQL server), as well as business processes apps like BPEL and OWF. Completed relevant training, including AZ-400: Designing and Implementing Microsoft DevOps Solutions and Querying Data with Transact-SQL.

Work Experiences

- **Mercola Consulting Services, LLC**

Development Operation Analysts (DevOps Analyst) / System Administrator

September 2019 - July 2023

Job Description:

- *DevOps Analyst*
 - Site speed analysis and interpretation of data
 - Proactively report performance and suggest improvements
 - Create and update site speed performance criteria or best practice checklist/s and monitor adherence to these before and after website promotions or network changes
 - Close collaboration with other teams to create workflow and processes. This includes being a liaison between IT and Creative and Internet Marketing departments
 - Documentation and follow through of change requests and enhancements
 - Develop and deployed an Outage System
 - Define and implement different site speed optimization task to match with Google metrics on site speed.
- *System Administrator*
 - Developing, maintaining, supporting and optimizing the IT Infrastructure activities of Manila Office
 - Patch management and maintenance of Windows/Linux Servers both web and SQL servers using HyperV
 - Provide technical support for troubleshooting issues or problems with the applications and systems
 - Implemented processes to maintain and ensure that all sites are optimized.
 - IIS and Server Management
 - SAN / SQL Server Monitoring using IDERA
 - Check/optimize SQL queries and stored procedures
 - Manage backups jobs are running and without errors, analyze and troubleshoot errors.
 - Manage Cloudflare services esp. page rules and Cloudflare errors

- **Appcentric Solutions Inc.**

Full Stack Developer

Nov 2018 - March 2019

Job Description:

- Develop systems from back-end to front-end.
- Provide unit testing before the regression testing of the business analyst.
- Coordinate with the project manager and business analyst for the system requirements
- Implements different functionalities from dev environment to QAS and later to Prod.
- Monitor and check the servers via AWS (Amazon web services) and Digital Ocean
- Work with Magento 2 platform for e-commerce site and Javascript frameworks (Angular, Nodejs and IonicJS)

- **Orchid Cybertech Services. Inc. (TPG TELECOM)**

Application Support Analyst

April 2018 – Nov 2018

Job Description:

- Resolve IT application-related incidents, service requests, and problems in a timely and efficient manner in line with Business requirements.
- Provide a thorough analysis of a problem and address or suggest a possible solution
- Developed the Moodle/e-learning server
- Uses Oracle Workflow, BPEL, and PL/SQL

- **Bali Development Corp. (Victoria Court)**

IT Jr. Programmer / Tech Support

December 2016 – April 2018

Job Description:

- Performs Manual Testing on all Systems (Web Applications and Mobile (Android and iOS)) created by all programmers
- Use case scenarios and test cases to identify bugs
- Work with the NPC (next process customer)/End User/Client
- Check and analyze for bugs/root of the problem before handling to the co-programmers
- Provides 24/7 Support
- Create System Documentation (Manuals and documents)
- Monitor other programmers project timeline
- Provides development of training material
- Implements New Systems
- Provides post-implementation support
- Maintain and check server API's and Nodes if running
- Monitor other existing systems.

- **Intelligent Beauty Skin Solutions, Inc. (Belo Medical Group)**

IT Associate – Project based – Web Development Project

August 2016 – December 2016

Job Description:

- Provide back-end codes for the existing systems.
- Assisting the Sr. Programmer in web development projects.
- Maintaining existing code

- **Intelligent Beauty Skin Solutions, Inc. (Belo Medical Group)**

IT Associate – Project based

Mar 2016 – August 2016

Job Description:

- *Technical Support and Maintenance*
 - Provides technical support in the use of personal computer hardware, POS machines, software which includes but is not limited to installation, repair of peripherals as well as upgrades to achieve optimum performance level.
 - Perform routine maintenance and inspection of network and server systems.
 - Test network and server systems to verify functionality and performance.
 - Perform root cause analysis of complex problems and provide corrective actions.
 - Maintain system back-up and database archiving processes to ensure data recoverability.
 - Set-up and configures desktop computers, peripherals and accounts assigning security level.
 - Tests programs
 - Troubleshoots, diagnose problems, implements corrective action and/or escalates to other technical resources as appropriate.
- *Database Maintenance and Upkeep*
 - Plans and encodes procedures
 - Keeps track, encode and arranges patient documents / charts.
 - Encodes and uploads data and other pertinent files/records in the Belo Medical System (BMS).
 - Checks data integrity
 - Monitors patient information chart and merges duplicate patient records.
 - Maintain confidentiality with regard to the information being processed, stored or accessed.

- **S&L International Corporation**

IT Specialist

June 2014 – February 2015

Job Description:

- Manages seller center accounts for Lazada.com.ph, Ebay.ph, and Sulit.com.ph.
- Graphic Designs (flyers, tarpaulins, Ads, & calling cards)
- Product Photography
- Manages 2 Facebook Pages (Upload contents, pictures and answer inquiries)
- Manage and develops 3 E-commerce websites in different platforms (2 Prestashop & 1 Magento websites)
- Responsible for maintenance of computer hardwares and computer softwares.
- Transcribe Product Descriptions from Korean to English.

Skill Stacks

- Strong Knowledge in Microsoft products (Word, Excel, Powerpoint, Access, etc.)
- With familiarity with almost all Adobe products (Dreamweaver, AfterEffects, Premiere Pro, and Audition)
- Graphics Designing (Illustrator, Photoshop & InDesign)
- Knowledgeable in Programming (Php, Mysql, Css, Javascript, Bootstrap, Html5, Java, Magento, Prestashop and Wordpress).
- Experienced with Node.js and AngularJs
- With experience in Microsoft Server Administration (IIS, SQL server and others)
- With experience on different business processes apps like BPEL and OWF.

Trainings

- AZ-400: Designing and Implementing Microsoft DevOps Solutions
- Querying Data with Transact-SQL

Educational Attainment

Year Attended

Elementary:

North City Elementary School
Piapi, Dumaguete City

2002-2004

High School:

Negros Oriental High School
Kagawasan Ave. Capitol Area,
Dumaguete City

2004-2008

Tertiary:

Negros Oriental State University
Dumaguete City

College of Industrial Technology

Associate in Industrial Technology

2008-2010

Major in Electronics

College of Arts and Sciences

Bachelor of Science in Information Technology

2010-2014

Personal Information

Birthday: February 15, 1992
 Birth Place: Agoo, La Union
 Civil Status: Single
 Gender: Male
 Height: 5'6"
 Weight: 55 kgs
 Father's Name: Pregrino P. Ramirez
 Mother's Name: Evangeline L. Ramirez