

RICARDO I. MALOLOY-ON

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Highlights

Highly experienced Linux and Unix administrator with 18+ years of Unix/Linux Distribution expertise. I have a proven track record of planning, implementing, testing, and deploying to production environments. I am committed to resolving client concerns and requests focusing on critical issues.

Creating automation scripts in Linux administration simplifies and streamlines repetitive tasks, improves efficiency, reduces human error, and enhances overall system management. As Linux administrators often have to handle numerous tasks and configurations on multiple servers, and automation scripts play a crucial role in making their work more manageable and productive.

Dedicated and adaptable professional with a proven track record of thriving in diverse international environments. Adept at navigating cross-cultural challenges, I have had more than 2 years of work experience in the Kingdom of Saudi Arabia- and worked with a client directly in Tokyo, Japan about 7month when I was at Accenture Inc. Working with different nationalities is quite interesting by communicating in one international language (*English*), I bring a global perspective to the company that I am working with, enhancing collaboration and contributing to successful projects. Notable achievements include project accomplishments and obtaining certifications, demonstrating a strong ability to excel on a global scale.

Skills and Technologies

- **Operating Systems:** Linux (Debian9-11, CentOS5-8, RHEL5-8, Ubuntu20-22), Windows (Windows7-11) and Unix (IBM AIX, HP-UX and HP-Tandem)
- **Software Development:** Bash, SQL Scripting, Perl, Python, Golang
- **Network & Security:** Network Services, VPC, Firewall, DMZ, Dedicated Network
- **Infrastructure as Code:** Terraform, YAML Manifest, Chef, Puppet, Ansible
- **Container & Orchestration:** Kubernetes, GKE/EKS/AKS, Docker
- **Monitoring Tools:** Opgenie, Runscope, Prometheus, Grafana, TICK Stack, PRTG, PagerDuty, Splunk, Datadog, Site24x7, NewRelic, Solarwinds(Pingdom)
- **Ticketing Tools:** Atlassian (Jira Service Management), ServiceNow, RightNow, FootPrints, Salesforce
- **Cloud Services:** Google Cloud Platform (GCP), Amazon Web Services (AWS), Microsoft Azure, Oracle Computing Infrastructure (OCI)

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- On-Premise: VMware, Anthos
- DevOps: ArgoCD, AppSignal, Fastly, Spinnaker, GitHub/GH Actions, Jenkins, CI/CD
- Storage: Cloud Storage, S3, Blob
- Databases: Cloud SQL(MySQL/PostgreSQL), Datastore/Firestore, Oracle, BigQuery
- Web Development: Wordpress, Django
- Process Deployment: System Development Life Cycle, Agile Software Development, Blue/Green Methodology
- Documentation: Atlassian (Confluence), LucidChart (Architecture Designing), Airtable
- Leadership: Initiative, Mentoring, Brown Bag Sessions, Collaboration, Team Player
- Certifications: ITIL v3 Foundation, Google Cloud Platform Professional Cloud Architect Certified

Experience

MindValley - Linux (Ubuntu20.04|Debian11) - Kuala Lumpur, Malaysia

Site Reliability Engineer, July 2022-Present

Responsibilities

- Collaborate with our business teams to build and run sustainable production systems, which can evolve and adapt to changes in our fast-paced, global business environment
- Work directly with customers/developers/architects/product owners to help automate customer issues and drive solutions to build stronger and more reliable solutions
- Engage in and improve our Digital product solutions design, deployment, operation, and continuous improvement
- Participate in system design consulting, platform management, and capacity planning
- Ensure Digital products are up and running by measuring and monitoring availability, performance, and overall system health
- Engage with key vendors in assessing technology fit with Mindvalley's future technology architecture and provide recommendations
- Complete pre-production validation activities such as system design consulting, developing software platforms and frameworks, capacity planning, and Production Readiness reviews
- Balance feature development velocity and reliability with well-defined SLOs

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- Run the Production environment by monitoring availability and taking a holistic view of system health
- Drive incident management process and support a blameless post-mortem culture
- Partner with development teams to improve services via rigorous testing and release procedures
- Create sustainable systems and services through mechanisms like automation, and evolve systems by pushing for changes that improve reliability and velocity

Accomplishments

- Implement a Botkube Integration within the Slack Channel using Kubernetes Clusters
 - The benefits are:
 - No need to log in to the server just to get the information of the Clusters, Namespaces, Pods, Logs, and more. All you have to do is to execute the command through the slack channel message area using **@Botkube** and you get the results and output within the slack channel.
 - You can check individual clusters within the Botkube command through the Slack channel messages.
 - Enable notification messages about the status of your clusters, failures, and updates according to your settings.
- Automate almost all Servers and Applications in terms of provisioning and de-provisioning deployment using Terraform and YAML Manifest.

Deltek Systems (Philippines) – Linux (Ubuntu|Debian|CentOS|RHEL|Windows), Ltd. – Makati, Philippines

Senior Cloud Site Reliability Engineer, November 2021-June 2022

Responsibilities

- **In General**
 - Main point of contact for all operational concerns next to the Lead/Manager.
 - Helps drive the coordination with internal teams such as DBA, Infra, Automation, and Engineering on important matters related to operations.
 - Attends bridge calls and assists in the resolution of the outage.
 - Helps drive the effort on regular housekeeping of servers.
 - Engages in resource planning for client maintenance and proactively assign/reassign tasks to team members.

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▪ **Relative to Team Escalations and Alert Notifications**

- Awareness of alerts and escalations via emails, Teams chat, and other communication tools and provide appropriate action.
- Coordinates with key resources to make sure specific concerns are swiftly attended to and provide resolution.
- Provides assessment on certain situations and decides if the request for a bridge call is needed.
- Sample alerts/escalations but not limited:
 - DCC inconsistency check
 - AD Manager incorrect templates
 - Diagnostic errors
 - RNT Case follow-ups
 - FP follow-ups
 - Disk space
 - Database session blocker

▪ **Relative to Service Requests and Incident Cases**

- Ensure that all cases are assigned and updated (status/private note)
- Capable of assigning/re-assigning workloads in case of emergency PTOs.
- Monitor aging cases
- Monitor QM log whenever necessary and act as reinforcement to team members who need assistance.
- Act as the primary owner of escalated cases which can also be reassigned to the team if needed.
- Helps with "successful shift handoffs" of work like SRs, Incidents, Activations, and others.

▪ **Knowledge Sharing and Mentoring**

- Conduct group sessions to level up the team's skills or product knowledge.
- Conducts peer coaching/mentoring about recent mishandled cases/tasks. Tap Team Lead if necessary for guidance.

Accomplishments

▪ SQL Automation Script (Database Decryption)

Purpose: Decrypting customer request databases of more than 100GB and above

- Identify the size of the database requested by the client, and once identified prepare for the restoration to SQL Server.
- After the restoration it will automatically alter the database and set the encryption key to OFF.

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- Verifies database status through the equivalent value of the encryption state and creates a condition statement to check the state as well as the counter to compare the encryption state.
- When both counter and condition checked are equal automatically drop the database encryption key.
- The decrypted database will be automatically stored in a specific location for the preparation of the backup.
- Once they are all done, an email will be sent out to the distribution list or individual email ID informing them the backup is ready.

Accenture Inc. - Unix/Linux (IBM-AIX|HP-UX|Solaris|RHEL|CentOS|Ubuntu|Debian) - Cebu, Philippines

SW/App/Cloud Tech Support Team Lead, September 2020-November 2021

Responsibilities

- Manage the Server Operations Team.
- Assist and Delegate OS/Infrastructure issues to the Server Operation Team.
- Understand the infrastructure to support the Offshore Staff, including research, Incident, Service Request, and Problem Management.
- Provide guidance and direction in Server Monitoring and Job Monitoring Task improvements to ensure operational excellence is met.
- Ensure that the support capacity and manage the Team Shifting schedule like planning and adjustment just to meet the day-to-day activities and tasks.
- Provide service improvements to ensure operational excellence is met.
- Working closely with the Team Members, especially with the actual operations.
- Helping the Team Members with any support and concerns that involve technical aspects and personal improvements.
- Transitioning and doing the System Learning with the Team.

Accomplishments

- Organized the Team
 - Combined the team with native Japanese, Bilingual, and Filipino to support the daily operations.
 - Assigned 1 Senior Level member every shift and acting as a sub-lead for the whole shift.
 - Encourage them to always ask questions and always communicate with the team.

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- Issues and concerns every week session has been implemented and mandatory to tackle every unfamiliar issue.
- Brown bag session once a month.
- Created a template for shifting the schedule
 - Implemented 12 hours in a shift (4 Working Days and 3 Rest Days) and every monthly shift rotation.
 - Create a formula to identify how many number of days in both Working Day and Rest Day in a month.

FireEye Philippine Inc. - Unix/Linux (RHEL|CentOS|Ubuntu|Debian) - Cebu, Philippines

Senior Site Reliability Engineer, May 2017-August 2020

Responsibilities

- Design, write, and deliver software to improve the availability, scalability, latency, and efficiency of FireEye's cloud services.
- Solving problems related to mission-critical services and building automation scripts to prevent problem recurrences, to automate response to all non-exceptional service conditions.
- Influencing and creating new designs, architectures, standards, and methods for large-scale distributed systems.
- Engaging in service capacity planning and demand forecasting, software performance analysis, and system tuning.
- Working as part of the global SRE operations and responsible for advanced security services via cloud.
- Proactively analyzing cloud services for performance improvements and automation.
- Helping customers in Provisioning, Technical Support, Service Management, Datacenter Services Provisioning, System and Software Monitoring.
- Managing and administering databases accordingly.
- Participating in any on-call rotations as well as supporting the TEAMS during weekends and my off hours.
- Handling new projects and doing initiative demos and pieces of training to the TEAM Members.
- In charge of the TICK Project (Installation, Configuration and Setup some Tool dependencies) that covered all Telegraf components, custom scripts and

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configuration settings, InfluxDB as database storage, Chronograf for dashboard visualizations, and Kapacitor for alert monitoring.

- Creating automation Shell/Bash Script and TICKScript through the Kapacitor Tool, especially with the major metric data that we are going to monitor.
- Patching and upgrading OS Images, Guest Images, and Hotfixes together with testing and System Hardening.
- Build and create a bundle package in RHEL/CentOS and Ubuntu.
- Testing Standard that includes Traditional Testing, UAT, and Live Production.

Accomplishments

- Setup and Configured TICK System Tool
 - Installed and configured the following packages (Telegraf, InfluxDB, Chrono, and Kapacitor) as well as upgraded the packages if it is necessary.
 - Implemented and created a TICKScript(Batch Script) as a query to trigger the alerting based on a threshold.
 - Created a custom script for System Applications services and data metrics to parse the correct data value into InfluxDB as a database storage.
- Creating System and Application Processes and Documentation as a guideline to the Team Members. Documentations include the following Troubleshooting, Setup, and Configuration with the new system built and released, New Tool processed on how to use it by doing it on a step-by-step process.

Accenture Inc. - Unix/Linux (IBM-AIX|HP-UX|Solaris|RHEL|CentOS|Ubuntu|Debian) - Cebu, Philippines

Senior System Analyst, January 2015-May 2017

Responsibilities

- Responsible for auditing the results with regards to the TEAM Member's input, who handles the IT Service Management resolutions, especially with the root cause of how they constructed it.
- Worked with the Ticket Assignments, Completing Requests, and Incidents within SLAs.
- Delegated, monitored, and reviewed the working progress of the TEAM Members. Provide updates to our respective Team Lead with completed items, issues, and people concerns.
- Provided inputs on the TEAM Monthly Schedules and TEAM Improvements.

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- Assisted in strict implementation of TEAM reports and Project Processes such as the 2-hour rule with regards to Operator and Checker Guidelines.
- Facilitated TEAM huddles and meetings most particularly in the Night Shift Schedules.
- One of the training coordinators In-charge in any new Procedural Documents, Workshops, and Bootcamp as well the Internal Training.
- Documented and created Manual Procedures for any Issues, Activities, and Urgent Requests on a day-to-day basis.
- Handled and managed cloud computing services on AWS both console and terminal accessed.
- Created an automation tool to prevent system overflowing and system hardening.

Accomplishments

- Created a Bash Script Automation Tool
 - Integrated with Web Application with the combination of CGI and Bash Scripts.
 - Monitoring System Performance like the following (CPU, Memory and Software Service (Daemon))
 - Made a threshold setting, once hitting the set value it will automatically send an email notification.

IBM Solutions Delivery Philippines - Unix/Linux (IBM-AIX|Solaris|RHEL|CentOS) - Cebu, Philippines

Application Server Administration, July 2013-January 2015

Responsibilities

- Monitored multiple systems and applications through Nagios and Cacti.
- Handling and responsible for the Incident Tickets internally.
- Supported and escalated assignment servers within the TEAM DST on both Windows, Unix/Linux, and Mainframe Systems.
- Administering Dedicated Server's and Server Applications like DB2, WebSphere, IHS, MQ Series, and DOMINO.
- Responsible for decommissioning and migrating servers from CDT to DST Infrastructures.
- Patching, updating, and resolving some system vulnerabilities within the different variants of Servers and Middleware.
- Created automation script tool to access multiple servers and applications to update the systems especially the daily routine tasked.

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Odusee Philippines Inc. - Linux (CentOS|Ubuntu) - Cebu, Philippines

Web and System Administration, April 2012-July 2013

Webxpress Corporation - Linux (CentOS|Ubuntu) - Cebu, Philippines

Application Server Administration, September 2011-April 2012

Saudi Oger Limited - Linux (CentOS|Ubuntu|RHEL) - Tuwal, Kingdom of Saudi Arabia

IT/BMS Tech Support, July 2009-July 2011

Gramercy Forge International Inc. - Linux (CentOS|Ubuntu) - Cebu, Philippines

Web and System Administration, June 2008-July 2009

Southbiz Ventures Inc. - Linux (CentOS|Ubuntu) - Cebu, Philippines

Web and System Administration, March 2007-June 2008

Lexmark Research and Development Corporation - Linux
(CentOS|Ubuntu|RHEL|Solaris|Debian) - Cebu, Philippines

QA and Tech Support, January 2006-March 2007

Education Background

University of Cebu - Main Campus

Cebu City

Bachelor of Science in Information and Technology

Certificates and Trainings

ITIL v3 Foundation Certified

December 2015 - No Expiration

GCP Professional Cloud Architect Certified

December 2022 - December 2024

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Communication

- Initiates some System Learning Sessions and Demos.
- Initiates and Implements project specific as well as integration, and shares it with the team including the newly created manual procedures and processes.
- Reviewed, checked and create manual procedures for the new set system acceptance. Modified and updates for any changes of the process through revision.
- Brown Bag Sessions (once a month).