CHRISTIAN ANGEL REYES

SITE RELIABILITY ENGINEER

Site Reliability Engineer with 7+ years of experience delivering enterprise-grade support, real-time monitoring, and infrastructure management across global financial institutions. Specialized in ITRS Geneos and observability platforms, with hands-on expertise in incident response, root cause analysis, and automation. Proven track record in managing multi-client NOC operations, driving uptime and SLA compliance, and training partner teams in complex monitoring environments. Highly adaptive, technically fluent across Linux/Windows ecosystems, and focused on continuous service improvement and operational excellence.

EDUCATION

Bachelor of Science, Major in Computer Science

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

TOP ACCREDITATIONS

- Fundamentals of Site Reliability Engineering with Google
- Certified Lean Six Sigma Yellow Belt (CLSSYB)
- Professional Scrum Master (PSM)
- ITIL Certification
- Certified IBM IT Support
- Data Science Course from HarvardX
- Academic and Business Writing Skills

CONTACT

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Cavite, Philippines

EXPERIENCES

Managed Services Consultant

ITRS (PHIL) INC (June 2025 -Present)

Clients: Bank Of America & Sands Group (MBS &LVS)

- Monitor, maintain, and optimize ITRS Geneos environments across mission-critical financial infrastructure, ensuring system uptime and SLA compliance.
- Handle client tickets and queries, offering end-to-end support — from incident restoration to configuration requests, helping clients leverage ITRS tools effectively.
- Perform root cause analysis (RCA) for recurring incidents, implement permanent fixes, and document known errors and workarounds in a centralized knowledge base.
- Collaborate with onsite teams in Singapore and Mumbai to deliver high-quality project work, including Geneos upgrades, enhancements, and configuration deployments.
- Deliver technical solutions in accordance with ITIL operations standards, supporting both Linux and Windows environments, and integrating with databases like Oracle using SQL.
- Communicate technical findings clearly to clients and stakeholders, ensuring expectations are met and knowledge is transferred effectively.

Managed Services Consultant
ITRS (PHIL) INC (June 2025 -Present)
Clients: Bank Of America & Sands Group (MBS &LVS)
- Maintained consistent adherence to ticket response/resolution SLAs
- Delivered accurate, client-facing documentation and received positive client feedback during quarterly performance reviews
- Contribute to continuous service improvement by proactively identifying gaps in monitoring, performance, and processes, and suggesting practical enhancements.

Projects & Trainings
AI-Assisted Knowledge Base for Geneos Monitoring
- Built a custom AI-powered internal knowledge base for Geneos support scenarios using Python, Flask, MongoDB, and SentenceTransformers, integrated with local Ollama API.
- Enabled real-time retrieval of historical Geneos alerts and configuration solutions, significantly reducing time to resolution and improving onboarding for new team members.

ITRS Analytics on Kubernetes (POC)
- Deployed and tested ITRS Analytics in a containerized environment using Kubernetes, showcasing interactive dashboards and ML-powered insights over live Geneos data.
- Optimized deployment configurations for performance and compliance with financial monitoring requirements.

Multi-Client Monitoring Support & NOC Enablement
- Successfully supported up to four financial clients simultaneously, including Citi, CLSA, Standard Chartered, and NSE India, as part of a 24/7 Managed Services NOC team.
- Built standardized procedures for alert handling, ticket generation, and incident resolution, ensuring consistent quality across clients.

3-Day Partner Enablement Training on ITRS Geneos
- Designed and delivered a 3-day hands-on Geneos training course for partner consultants using Strigo virtual labs.
- Topics included: component overview, installation from scratch, rule and probe creation, advanced configuration patterns, and real-world troubleshooting.
- Authored reusable lab guides and scripts to standardize future training sessions.

Geneos Upgrade & Configuration Projects
- Executed multiple Geneos environment upgrades for enterprise clients, following structured change processes.
- Led configuration overhauls to support new application components and enhanced monitoring coverage, in close collaboration with client stakeholders.
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Site Reliability Engineer - Team Lead
Together Labs LLC. (IMVU-USA) (June 2022-June 2025)
- Evaluate and resolve performance bottlenecks, production challenges, and service deficiencies, escalating issues when necessary.
- Manage MySQL databases, L2/L3 networks, and GNU/Linux systems to ensure optimal availability and performance.
- Support COLO and infrastructure teams in troubleshooting server problems and performing root cause analyses to avert future incidents.
- Carry out post-mortem analyses for incidents, documenting insights and suggesting improvements to avoid recurrence.
- Create and maintain process documentation and quick-reference guides for issue resolution using Atlassian Confluence, ensuring resources are clear and accessible for the team.
- Develop and update documentation, enhance the knowledge base, and contribute to 24/7 monitoring initiatives.
- Oversee team schedules to facilitate 24/7 operations and on-call rotations, ensuring efficient and uninterrupted coverage.
- Lead Scrum practices by facilitating stand-up meetings, sprint planning, and retrospectives to enhance team productivity and agile development.
- Collaborate with stakeholders, employing strong communication skills and a proactive, solution-focused mindset.
- Leverage open-source languages, virtualization tools, and the LAMP stack for system optimization and problem-solving.
- Provide on-call support while showcasing expertise in TCP/IP, load balancing, and routing protocols (BGP, OSPF).

Together Labs LLC. (IMVU-USA) (June 2022-Present)

- Expertise in managing medium-sized production clusters with a focus on achieving 99.99% uptime and ensuring high availability.
- Proficient in utilizing monitoring tools like Ganglia, Nagios, Sensu, and Zabbix to track system performance and health.
- Skilled in using Bitbucket and GitHub for version control and efficient source code management.
- Knowledgeable in employing CEPH for distributed storage solutions and system scalability.
- Experienced in integrating and supporting Atlassian software, including Jira, Bitbucket, and Confluence.
- Familiar with Prodwatcher and Elasticsearch for effective monitoring and logging.
- Provide support for AWS, managing cloud infrastructure and optimizing services for enhanced efficiency.
- Experienced in supporting Cloudflare, focusing on configuring and optimizing CDN, DNS, and security services.

MANAGED SERVICES LEAD – PROMOTED

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

- **ITIL Process Management**: Managed incident, problem, and change management processes to ensure efficient IT service delivery.
- **Telecommunications Support:** Handled tickets for 12 global telecommunications companies, providing technical support and issue resolution.
- **Linux Server & Database Support**: Provided comprehensive support for Linux servers and databases, including troubleshooting, maintenance, and optimization.
- **AWR Analyst**: Conducted AWR analysis for performance tuning and resource optimization.
- **Managed Services Lead:** Led managed services for Smart Communications Philippines, ensuring seamless operations and customer satisfaction.
- **Sim Card Management:** Oversaw sim card provisioning, activation, and management for telecommunications services.
- **24/7 Standby Support**: Provided continuous support and on-call availability for incident resolution across multiple time zones.
- **Log Analysis & SQL:** Analyzed system logs for troubleshooting and issue identification; proficient in SQL for querying and managing data.
- **Scripting Knowledge:** Experience with scripting for automation and process improvement in system administration.
- **Cloud Application Support**: Supported cloud-based applications, including Azure, AWS, and Google Cloud platforms, ensuring uptime and performance.
- **Software Development Lifecycle:** Understanding of the SDLC, facilitating collaboration between development, testing, and operations teams.
- **Excellent Analytical & Problem-Solving Skills:** Demonstrated ability to diagnose complex issues and implement effective solutions.
- **Strong Communication Skills:** Proficient in both written and spoken English, with a focus on clear communication and customer service.
- **Self-Sufficient & Collaborative:** Ability to work independently with minimal supervision while being an effective team player.
- **Flexibility & Customer Service:** Willingness to work in shifts to provide 24/7 support, with a focus on excellent customer service.
- **Production Environment Support:** Experienced in fast-paced production environments, providing quick responses to issues.
- **Atlassian Software Integration:** Supported and integrated Atlassian tools (Jira, Bitbucket, Confluence) for project and issue management.

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)
- Atlassians Software support and integration (Jira, Bitbucket and Confluence)

MANAGED SERVICES CONSULTANT
ITRS (PHIL) INC (June 2017-JANUARY 2021)

- **Application Monitoring Support:** Monitor and maintain application performance, ensuring uptime and responsiveness.
- **ITIL Foundation Process:** Follow ITIL processes for incident, problem, and change management to optimize IT service delivery.
- **Geneos Monitoring Support:** Use Geneos to monitor systems and applications, identifying issues and ensuring smooth operation.
- **ServiceNow Ticketing:** Manage and resolve tickets using the ServiceNow platform, ensuring timely issue resolution.
- **Remedy Ticket Handling:** Handle service requests and incident tickets using Remedy, ensuring adherence to SLAs.
- **HP Service Manager:** Use HP Service Manager to manage IT service processes, ensuring alignment with organizational goals.
- **Linux Server & Windows Server Support:** Provide support for both Linux and Windows server environments, ensuring system stability and performance.
- **Citrix Support:** Administer and troubleshoot Citrix environments, ensuring remote application delivery and access.
- **Network Monitoring:** Monitor network performance, ensuring connectivity and resolving network issues as they arise.
- **Email / Outlook Support:** Provide support for email and Outlook-related issues, ensuring smooth communication for users.
- **Customer-Oriented:** Focus on delivering excellent customer service, ensuring client satisfaction and timely issue resolution.
- **SLA 24/7 Support:** Provide round-the-clock support to clients, ensuring adherence to service level agreements (SLAs).
- **Atlassian Software Support & Integration:** Support and integrate Atlassian tools (Jira, Bitbucket, Confluence) for project and issue management.
- **SaaS Support:** Provide support for Software-as-a-Service (SaaS) applications, ensuring availability and functionality for users.
- **Multi-Client Support:** Able to support 4 financial institution clients simultaneously, including **Citi Bank, CLSA Hong Kong, Standard Chartered Bank, and NSE India,** ensuring smooth operations and high service quality.

IT INTERN
PERSONIV ALABANG (June 2016 - Feb 2017)

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

PROFESSIONAL DEVELOPMENT

- SRE Fundamentals with Google - November 2024
- 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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ITIL v3 FOUNDATION COURSE

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