Jerome de Dios

Senior Application Support Engineer / SRE

Dresden Area, Germany   +491795213992

job-jeromededios@proton.me

Portfolio website (LinkedIn & GitHub)

Summary

Site Reliability & Application Support Engineer — 8+ years managing high-traffic, mission-critical platforms. Expert in rapid incident resolution, automation, proactive monitoring, and keeping SLAs above 99.9%. Skilled in troubleshooting multi-tier Java applications, writing clear technical documentation, and bridging Dev ↔ Ops teams to drive reliability and user satisfaction.

Experience

webeet.io	September 2025 - November 2025
Software and Cloud Engineer	Remote - Amsterdam

https://www.webeet.io/

DevSecOps Team Lead – responsible for leading a team in developing AWS infrastructure for observability and provisioning services and servers.

Software Engineer – developed an AI-driven web application for analytics and automation.

Sportserve (formerly Bayview Technologies, Inc)	May 2015 – Nov 2023
Senior Application Support Engineer / SRE	Makati Philippines (Hybrid)

Advanced through four technical roles over 8+ years, contributing to development, operations, and support of major sportsbook platforms. Implemented monitoring and automation tools (AppDynamics, Kibana), halving incident recovery time and maintaining 99.95% SLA. Resolved 100+ critical production issues and improved platform uptime and team knowledge transfer.

Salmat Philippines	Mar 2012 – Jan 2015
JEE Developer & Analyst	Taguig City, Metro Manila, Philippines

- Worked on 20+ Java-based features on schedule using Agile/Scrum, while streamlining issue triage workflows to reduce critical ticket backlog by 100%.

For additional experience and details on projects and technical contributions
https://www.jeromededios.de/

- Please refer to my portfolio at https://www.jeromededios.de/

Technical Skills

Languages & Scripting:
Python, Bash/Shell (Linux/Unix), Java

Databases:
PostgreSQL, MySQL, SQLite, Oracle, DB2 — SQL

Cloud & Containerization:
• Public Cloud: AWS / GCP (familiarity and hands-on) • Containerization: Docker • Infrastructure-as-Code & Configuration Management: Terraform, Ansible

System & Network Administration:
• Linux/Unix server management, networking fundamentals (TCP/IP, DNS) • System architecture understanding — monoliths, microservices, distributed services

Monitoring, Logging & Observability:
• Metrics & monitoring: Grafana • Logging / log aggregation / analysis: ELK Stack (Elasticsearch, Logstash, Kibana)

CI/CD & DevOps Tooling:
• Version control (Git / Bitbucket), CI/CD pipelines (Jenkins), deployment automation and orchestration • Integration of observability/monitoring into deployment pipelines

Reliability & Support Operations:
• Incident response, on-call readiness, root-cause analysis (RCA), postmortems, runbook creation • Production Support, ITSM Processes, SDLC Support

Education

Masterschool, Berlin Germany　　　　　**Sep 2024 - Nove 2025**

Software Engineering: Generative AI Training / Cloud　　　　Diploma
Engineering

Cloud Engineering & Generative AI Engineering

- **Cloud Engineering** (Jun 2025 – Nov 2025): Training in cloud computing: AWS, Infrastructure as Code (IaC), cloud storage & services, cloud architecture and deployment.

- **Generative AI / AI Engineering** (Sep 2024 – Jun 2025): Intensive online training in software & AI engineering. Gained hands-on experience with Python, APIs, JavaScript, web backend frameworks (e.g. Flask), SQL; worked with LLMs / generative-AI tools, prompt-engineering, and AI model integration.

University of the Philippines Open University　　**Sept 2012 - Dec 2012**

(Incomplete) Master of Science　　　　　　　Information Systems

Asian Development Foundation College, Philippines　**Sep 2000 – Jun 2004**

Bachelor of Science　　　　　　　　　　Computer Science

Projects

Grocery Web Application – Cloud-Native Deployment　**June 2025 - Jul 2025**
with AWS & Terraform

 GitHub Repository

This project demonstrates my ability to architect, containerize, and deploy a full-stack solution in the AWS ecosystem—showcasing strong proficiency in DevOps, IaC, and cloud-native application development.

Nursing Assistant Application

 GitHub Repository

Tech Stack: FastAPI, PostgreSQL, Pinecone, GPT-4o, Gemini, LLaMA 3, Grok, OAuth2, LangSmith, Logfire, Loguru

- Built an AI-powered backend to automate patient handoff and clinical Q&A, reducing manual documentation time by an industry average of 2x.

- Delivered a modular, production-ready system, achieving 100% Retrieval-Augmented Generation accuracy on WHO-sourced medical queries with multi-model support and observability.

For additional experience and details on projects and technical contributions

 https://www.jeromededios.de/

- Please refer to my portfolio at https://www.jeromededios.de/