



Marie Leen Sotto

APPLICATION SUPPORT SPECIALIST · PRODUCTION SUPPORT · REMOTE WORLDWIDE

For 6+ years I've kept **fintech running**: the trading platforms, banking transactions and payment systems that simply can't afford to go down.

OPEN TO REMOTE ROLES WORLDWIDE · FULL TIME, CONTRACT OR FREELANCE · AVAILABLE ACROSS TIME ZONES

6+ yrs

IN FINTECH SUPPORT

2EXCHANGE & BANK
PLATFORMS**24×7**

HIGH-AVAILABILITY OPS

Worldwide

OPEN TO REMOTE

CONTACT

EMAIL

plukleensotto@gmail.com

MOBILE

[+34 643 80 76 18 \(ES\)](tel:+34643807618)[0998 803 1712 \(PH\)](tel:09988031712)

LOCATION

Remote, Philippines

[Open to Worldwide Remote Roles](#)

LINKEDIN

[/marie-leen-sotto](#)

TECHNICAL SKILLS

APPLICATION & API: API Troubleshooting, APIC, Finacle**OPERATING SYSTEMS & SCRIPTING:** Linux, Bash, PuTTY**DATABASES:** PostgreSQL, MySQL, Oracle**DATABASE TOOLS:** SQL, DBeaver, Toad for Oracle**MONITORING & OBSERVABILITY:** Dynatrace, Log Analysis**ITSM & COLLABORATION:** ServiceNow, BMC Remedy, Jira**FILE TRANSFER:** FileZilla, FTP, SFTP**MOBILE DEPLOYMENT:** Google Play Console, iOS Deployment Process

- Knowledge of SQL, REST APIs, and system integrations.
- Strong problem-solving, communication, and stakeholder management skills.
- Familiarity with ITIL or IT Service Management practices.

PROFILE

Application Support Specialist with 6+ years of experience in banking, fintech, and trading production support. Experienced in end-to-end incident management, troubleshooting, RCA, and Problem Management across application, database, API, and infrastructure layers.

Hands-on with Linux, Bash, SQL, PostgreSQL, Dynatrace, APIC, and Finacle, using logs, traces, and database queries to investigate production issues and restore services within SLA. Experienced in KEDB documentation, API troubleshooting, and collaborating with development teams to validate fixes and deliver application enhancements.

WHERE I'VE WORKED

Experience.

2023 TO PRESENT · PASIG, PH

Application Support

Seven Seven Global Services, Inc. · UnionBank account (IT outsourcing)

- Provide production support for critical banking systems handling fund transfers, bills payment and payroll processing.
- Investigate banking transaction and API-related issues by analysing application logs, APIC responses and Finacle-related errors, coordinating with relevant technical teams to identify root causes and restore services.
- Prioritise and manage incidents by business impact, coordinating with development and infrastructure teams to restore services within SLA.
- Perform root cause analysis across application, database, API and infrastructure layers using Linux, Bash, PuTTY, SQL and DBeaver.
- Monitor application performance and system health with Dynatrace APM, analysing traces, logs and metrics to catch issues early.
- Document known errors, workarounds and permanent fixes in the Known Error Database (KEDB) to support Problem Management and cut recurring incidents.
- Support SFTP/FTP file transfers and batch processing via FileZilla for integration and scheduled jobs.

LANGUAGES

EnglishPROFESSIONAL

FilipinoNATIVE

OPEN TO

- Application Support
- Technical Support Engineer
- Production / Platform Support
- Observability / AIOps
- Service Desk Tier 2 / 3
- Incident & Problem Management

Fully remote roles worldwide. Open to full time, contract or freelance, including hiring through an employer of record such as Deel, Remote or Oyster.

CONTINUING EDUCATION

AI Applied to Fintech

Prompt Engineering · Google AI Essentials · FinTech & Blockchain (HKUST)

2026 · ongoing

EDUCATION

BS Information Technology

San Sebastian College - Recoletos de Cavite

2015 to 2019

- Participate in mobile app deployments through Google Play Console and the iOS deployment process, validating post-release functionality.
- Work with development teams to report bugs, validate fixes and recommend enhancements, tracking incidents in ServiceNow and BMC Remedy and bugs in Jira.

2020 TO 2023 · MAKATI, PH

Support Specialist

Premier Software Enterprise · IT subsidiary of the Philippine Stock Exchange

- Supported proprietary real-time trading platforms and backend systems for market operations and end-of-day processing.
- Performed daily system health checks to ensure high availability of trading and market systems.
- Generated end-of-day operational and internal reports for business and technical teams.
- Supported the PSE public website and internal web applications, ensuring real-time market-data accuracy.
- Investigated and escalated website and data discrepancies across backend and frontend integrations.
- Used Remote Desktop, Toad for Oracle and FTP/SFTP to access systems and support backend operations.
- Collaborated with development teams on enhancements and supported testing and release deployment.
- Supported Business Continuity Planning (BCP) and emergency failover readiness activities.