JESSICA CLAIRE

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SUMMARY

ITIL Certified Service Management Lead with an experience of 10 years for one of the **top 4 P&C Insurance client,** with extensive technical and functional expertise in .NET Applications. Specializing in Incident,Problem and Change Management.

SKILLS

- Client/Server Architecture
- SQL Server
- C#, ASP.Net, XML
- BMC Remedy, TFS, SCM
- Splunk, ITSM 9.1
- Service Level Agreements (SLA)
- P & C Insurance - Auto, SL, Commercial Lines

- Oncall, Command Centre, BCP Champion
- Process Improvement Champion - LEAN
- Incident, Problem,Change Management
- Project documentation
- Scrum
- Debugging, Testing and deployment

EXPERIENCE

03/2020 to Current   **.NET Applications (Service Management) Lead**
Amazon.Com, Inc. – Downers Grove, IL

- Establishes weekly and monthly service status review meetings with key stakeholders
- Ensures and promotes ITIL best practices for Incident, Problem, Change, Release management
- Managing 10 junior developers both in Onshore & Offshore by delivering consistent coaching and constructive feedback.
- Leveraged Agile methodologies to move development lifecycle, testing and final implementation.
- Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes within Client Specified SLA and meeting KPI's.
- Implemented unit and integration testing protocols to consistently deliver high quality, functional features with minimal defects.
- Advised customers and users on required maintenance practices for diverse software systems to support warranty requirements and industry best practices.
- Submitted use cases that were implemented using RPA - Blue Prism to save effort and budget
- Followed LEAN Processes and developed A3 Model for process improvements within the team
- Preparing weekly and monthly SLA, KPI, Audit, PBI & Incident reports and presenting to Client
- Delivered software solutions consistent with product roadmap, release plan milestones and key performance indicators.

08/2015 to 02/2020   **Service Management Specialist**
Capgemini – City, STATE

- Analyzing the Business Requirements and System Specifications to understand the application and fix the issue under the Incident & Problem Management.
- Creating new knowledge base and problem known errors.
- Maintain high coding standards, there by developing an easy maintainable code. Internal code review and arrange official code review with the client.
- Adhere to Service Level Agreements (SLA& KPI) to meet targets
- Provide on call support during Production elevates and monitor servers during maintenance and patching.
- Leading the Internal Quality team (Audit Team) to verify if the problem/Incident fixtures has meet client KPI's
- **Command Centre** - AVM Check, SplunK, UI Error logs, Instrumentation Database
- Health Check after production elevate,Database MonitorinG, New Trend & Error Analysis Research
- Involve External teams and all stake holders during an Issue
- Work on test Environment and propose immediate fix for any production Issues

03/2011 to 08/2015   **.NET Developer**
Capgemini – City, STATE

- Develop and maintain custom data centric web application using ASP.NET, C#, XML.
- Involved in the process of designing, developing, enhancing and integrating the application.
- Unit test to assure/meets requirements.
- Debugging and fixing bugs reported and working on enhancement and change requests.
- Assessing technical documents or requesting to determine need to develop code.
- Contribute to technical and functional design documents.
- Review and peer test another consultants work.
- Working closely with onsite team and client to resolve issues and improve application usability.
- Working as an offshore back up resource during the deployment week and working on shifts during hyper care support week.

EDUCATION AND TRAINING

07/2010   **Bachelor of Science: Electrical Engineering**
Biju Patnaik University of Technology - Bhubaneswar

ACCOMPLISHMENTS

- Consistently maintained high customer satisfaction ratings.
- Created highly effective new process and automation efforts that significantly impacted efficiency and improved operations.
- Led team to achieve best SLA's, earning recognition from upper management and financial reward.

ACTIVITIES AND HONORS

- Best Delivery and Excellence Award for Best Performance in NA BU IN 2015-and 2016
- Bravo Award for Best Performance in NA BU IN Quarter 1 2016
- Star Award for Best Performance in NA BU IN Quarter 1 2013
- Rising Star Award for Best Performance in NA BU IN Quarter 1 2012

CERTIFICATIONS

- MCTS 70-536 Certification
- MCTS-70-513 Certification
- ITIL V3 Foundation Certified