

JESSICA CLAIRE

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100 Montgomery St. 10th
Floor

EDUCATION

Carleton University
Ottawa, ON • 02/2022

Bachelor of Science: Computer
Science
Minor in Mathematics

CERTIFICATIONS

- Certified Scrum Master, CSM
issued by Scrum Alliance - Sept.
2021
- Level 2 / Secret Security
Clearance

SUMMARY

Logical Database Analyst skilled in requirement analysis, software development and database management. Self-directed and proactive professional with two years of vast experience collecting, cleaning and interpreting data sets. Natural problem-solver possessing strong cross-functional understanding of information technology and business processes.

EXPERIENCE

Bae Systems - Database Analyst
Warrenton, VA • 03/2023 - Current

- Oversee upgrades to system software.
- Maintain data cleanliness and accuracy by adding custom validation rules and custom formulas, reports and dashboards in Salesforce platform.
- Troubleshoot Salesforce program and system malfunctions to restore normal functioning.
- Explore new technologies and tools to enhance current processes, productivity, and security.
- Extract data from Salesforce using various programs and SOQL, to generate reports and perform data manipulation to later import the data back into the platform.

Ally - Technical Analyst
Remote, OH • 09/2020 - 03/2023

- Provided tier 1/2 support to customers through email, phone, and Zendesk ticketing system in both English and Spanish, whilst following SLA agreements.
- Maintained data integrity while applying changes to client databases using SQL with: select and alter statements, cursors, take backups and restore databases, creating publications, snapshots and replicated databases.
- Created large SQL scripts with cursors to import and migrate client's historical data from their old system into our database matching our schema using Excel.
- Occasionally provided tier 3 support by making code changes, commit such changes to source control (GitKraken) and deploy at a later date.
- Updated client sites by running migration scripts, and deploy new code via Azure DevOps and Octopus Deploy; Occasionally troubleshoot ETL jobs on client databases using Azure Visual Studios and SSIS.
- Developed and maintain a data reporting system using SQL and Powershell to understand client usage and make educated business decisions for the progression of the product on Azure.
- Built reports for clients with their data using a reporting tool: Tibco Jaspersoft/Jasper.
- Integrated new features onto the product with SQL queries, powershell scripts and Azure, such as Azure Active Directory.
- Handled multiple implementation projects to onboard new clients by customizing their site, applying data changes onto database, importing client data through XML's and API's and set up automatic database jobs such as backups.

Passionhr - Scrum Master
Huntsville, AL • 02/2021 - 01/2023

- Led a team of 8 individuals, implemented Agile methodologies and ran scrum ceremonies including, daily scrum, sprint review, sprint retrospective, and backlog refinements.
- Assisted in team development by removing impediments, improving team capacity while holding the team accountable for their commitments.
- Supported product owner in managing customer expectations for project deliverables and managing internal stakeholder communications.
- Enhanced team performance by making appropriate commitments through story selection by enforcing the definition of ready and done.

Fortinet Technologies - L1 Customer Service Representative
City, STATE • 08/2019 - 08/2020

- Handled incoming phone calls, create technical tickets for customers and transfer them to an engineer when needed.
- Communicated with customers through the phone, chat and tickets/emails.
- Resolved issues for customers in ticket inquiries, including working with other internal teams when necessary: device transfers/registration, support contract extensions and account changes.
- Performed minimal troubleshooting on web filters/firewalls and GUI
- Protected company brands and improved customer satisfaction by finding creative solutions to problems in four different languages.
- Maintained industry knowledge through continuing education, training and monitoring of industry publications.
- Communicated effectively with internal teams to obtain the correct information to provide to customers or to lead them in the right direction.
- Participated in UAT Testing for new products and created proper documentation for proper steps in usage.

LANGUAGES

English:
Negotiated:

Spanish:
Negotiated:

French:
Negotiated: