Johnson

<center>SUMMARY OF QUALIFICATIONS</center>

- Honest, dependable, reliable, hardworking individual with good work ethic
- Quick learner who is flexible, adaptable, and transitions well
- Excellent oral and written communication skills
- Attentive listener, team player, and excellent interpersonal relationship skills
- Broad cross-cultural experience gained through travels and volunteerism

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EDUCATION

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Master of Science Double Major, Software Engineering & Information Technology, New York
University's, New York l, MN, 2014-2016

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TECHNICAL SKILLS

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- Proficient with scripting languages such as Linux shell Scripting VB,
- Testing and debugging on multiple platforms, Net Beans & Eclipse, Putty
- Languages: Perl Script, Visual Basic Script, CSS3, HTML5, JavaScript, Java
- Databases: Oracle, MySQL
- Operating Systems: Windows, Solaris, Linux, Ubuntu, Red Hat, Fedora, CentOS, Mac OS X
- Software: MS Office Package Visio, MS Project,
- Cloud SAAS Application Tools: NetSuite Version 8, Pivotal Cloud Foundry (PCF) Amazion Web Service (AWS), MS Azure
- Microsoft Experience, Window 7, 8 and 10
- Ticketing Tool: Remedy, Service-Now
- Defect Tool: IBM Urban Udeploy, Jira-Bitbucket, Atlassian. ALM Application lifecycle Management
- Server Tools: Oracle Weblogic Server, Apache Tomcat Server, IBM Websphere, Integration Middleware, JBoss Application Server (JBoss AS)
- Application Performance Monitoring & Management AppDynamics, Splunk, Sumo logic, Logic Monitoring
- Log Management and Analysis: Splunk
- Change management: Coordinator (CM)
- Development App:Git Hub, Visual Studio, HTML5 Builder, Boot Strap
- **Financial Application**: BCP Business Continue Planning and Coordination, Bi Yearly Automatic Production (Automated Failover to/from BCP) HPOO Hewlett Packard Operation Orchestration Enterprise, Channel secure, Venafi Trust Protection Platform

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CERTIFICATION

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<center>WORK EXPERIENCE</center>

WELLS FARGO BANK N.A. APPLICATION SYSTEM SUPPORT CONSULTANT, OCTOBER 2018- PRESENT

- provides support for highly complex technical issues and initiatives related to large-scale applications, systems, databases and/or other technical products and services;
- uses/creates diagnostic, simulation and other tools to maintain, troubleshoot and restore service or data to systems; evaluates service level agreement criteria, identifies gaps in current technology process and recommends changes to assure SLAs can be supported;
- performs migrations from development to production, upgrades, installations and/or configurations; may evaluate or review queries to extract data, create standard databases, or perform limited programming to fine tune systems supported; large complex project sizing;
- updates/writes documentation and procedures and provides related training; troubleshoots network, hardware and software issues and coordinates resolution with users, vendors and internal service groups; writes/designs test scripts;
- creates change or issue logs; analyzes performance trends and recommends process improvements;
- assesses changes for risk to production systems and assures quality, security and compliance requirements are met for supported areas;
- Updates, creates and tests the business continuation plan; may coordinate project resources and provide guidance to less experienced analysts.
- On-call rotational support for the CTS Gateway and new Collateral Vision systems for corporate trust.
- Duties include production and test technical validation of changes, coordination of remediation for system vulnerabilities, BCP execution, and testing, communication and escalation of production issues within enterprise service level guidelines.
- Experience with Tomcat, java required, and hands on experience with monitoring and change management tools. Remedy and App Dynamics a plus WebLogic and apache server
- Troubleshoot and diagnose application issues and work with developers and the business team vendor / DBA's to resolve them
- Working with other Platform technology teams within the organization to deliver results efficiently
- Monitoring application and performance and developing approaches for performance improvements
- Supporting two applications hosted on Windows 2012/ apache, UNIX/Linux and pivotal Cloud Foundry platforms
- Vulnerability patching and verification renewal for application on a weekly basic