

# Kristina Haynes

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DevOps Engineer & Full Stack Developer

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## Professional Summary

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Full Stack Engineer specializing in web development, database optimization, and cloud infrastructure. Experienced in building scalable applications, managing DevOps workflows, and leading technical teams.

## Technical Skills

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### Languages & Frameworks

JavaScript, TypeScript, Java, VB.NET, ASP.NET, HTML5, CSS3, Node.js, React, Angular, AngularJS

### Backend & Databases

Microsoft SQL Server, SQL & T-SQL, MongoDB, Database Design, Query Optimization, NodeJS, Express.js, Spring Boot

### Cloud & Infrastructure

AWS, ArgoCD, Terraform, Infrastructure as Code, Monitoring & Logging

### Frontend Development

jQuery, Bootstrap, HTML5 & CSS3, React, AngularJS & Angular, TypeScript, Responsive Design

### DevOps & Tools

Docker & Kubernetes, Ansible, Vagrant, Jenkins, GitLab CI, Git & GitHub, Linux Administration

### Professional Skills

Software Development, Business Analysis, Testing & QA, Agile/Scrum, Technical Documentation, Team Leadership

# Work Experience

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## Software Engineer

Jul 2018 - Present

Itential

Network automation company providing solutions for enterprise IT infrastructure management. Career progression through multiple roles:

- **Network Automation Engineer** - Developed automation solutions for network infrastructure
- **Software Architecture/Team Lead on Customer Projects** - Designed custom React, Angular, and AngularJS applications for customers and led customer project delivery
- **Manager, Internal Tools Department** - Managed team building internal automation and productivity tools
- **Testing and Release Engineer (DevOps Engineer)** - Built CI/CD pipelines, managed UAT environments, and automated release processes
- **Software Engineer** - Full-stack development working on the Itential Automation Platform (IAP/P6) product

## Software Engineer

Mar 2012 - Jul 2018

ClearCorrect

### Web Development

- Developed and maintained a responsive website that displays 3D models using jQuery, AJAX, JavaScript, CSS and HTML5 with different views on mobile and desktop devices
- Developed and maintained websites using ASP.NET, VB.NET, jQuery, JavaScript, AJAX, CSS and HTML5
- Worked directly with the Product Architect to develop new features and enhancements
- Designed and developed a job scheduler for an ASP.NET website

### Application Development

- Maintained a C# desktop application that controls a Laser Marker
- Refactored existing code to enhance performance, reliability, and maintainability
- Diagnosed and resolved problems arising from trimmer machines running software written in C#
- Diagnosed and resolved problems arising from C++ 3D software

### Database

- Supported multiple database modifications and development to multiple Microsoft SQL Server databases
- Identified and resolved problems with the databases such as poorly performing queries, missing foreign keys, identifying queries that are causing deadlocks and missing indexes
- Spearheaded the creation of a reporting database to reduce the load on the production database and improve the production database performance

### JIRA

- Assisted with the administration of Atlassian tools

- Setup JIRA for tracking enhancements, bugs and Help Desk requests
- Created and maintained JIRA workflows for the Software Development department
- Integrated JIRA with HipChat and BitBucket
- Created and managed security schemes, permission schemes and configurations
- Managed and administered JIRA/BitBucket add-ons, plugins, and extensions

### **Help Desk**

- Migrated the Help Desk from JitBit to Zendesk
- Managed Tier 1, Tier 2 and Tier 3 Help Desk using JitBit, JIRA and Zendesk
- Integrated Zendesk with an ASP.NET site so that users can log Help Desk tickets from within the site

### **Senior Consultant**

*Dec 2010 - Jan 2012*

Quorum Business Solutions

### **Midstream Support Hub**

- Led a small team in charge of solving client application specific issues
- Served as an assistant Business Liaison for Client Support issues
- Became the Technical Expert in the Support Hub charged with providing training for junior consultants in how to use and understand the TIPS application code and other database structures
- Completed multiple smaller client oriented projects with a 100% satisfaction rate
- Approved issue estimates for the Support Hub in order to guarantee that issues were being completed in a timely manner, within budget, and that the estimates from the developers were both reasonable and realistic
- Served as a Mentor to Junior Employees for direct training and support
- Prepared and executed test cases to ensure proper configuration of TIPS
- Prepared configuration documentation for Clients, explaining in detail their current TIPS configuration with the data provided

### **Core Team Developer**

- Used C++ to debug the TIPS application code and make enhancements based on specific client requests and designs
- Worked directly with the Project Architect to develop new features and enhancements
- Refactored existing code to enhance performance, reliability, and maintainability

### **Consultant**

*Jul 2008 - Nov 2010*

Quorum Business Solutions

- Developed and Repaired Crystal Reports for the Quorum TIPS, QCM, and QDOD applications
- Performed in the role of Debug and Support technician focusing on the resolving of database data conflicts and the correction and enhancement of existing client database objects (procedures, views, etc.)
- Became a functional expert on the Quorum TIPS application

- Was deployed directly a client's site to help implement and transition a new project into the Quorum support hub, and provide direct support for existing Clients
- Was assigned high profile issues and maintained them throughout their entire life cycle
- Setup Demo environments and Presentations for Training

## Help Desk Support

Sep 2006 - May 2008

Texas A&M

- Provided one-on-one customer software support
- Taught the usage of Group Decision Support Systems Software
- Provided hardware trouble-shooting and diagnosis
- Created clear and concise directions for various technical tasks

## Education

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2006 - 2008

### Texas A&M

Bachelor of Business Administration, Management Information Systems

**Activities:** Association of Information Technology Professionals, Japan Club, TAMU Linux Users Group, Texas A&M

University Kendo Kyokai, Texas A&M Iaido Kyokai

2004 - 2006

### Blinn College

Associate in Science, Business • 3.7 GPA

**Graduated Magna Cum Laude • Dean's List • President's Scholar**

**Activities:** Phi Theta Kappa, Sigma Kappa Delta, Kappa Kappa Psi, Band

## Certifications

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- HTML5 from W3C - edX
- HTML5.2x: HTML5 Part 2: Advanced Techniques for Designing HTML5 Apps - edX
- HTML5.1x: HTML5 Part 1: HTML5 Coding Essentials and Best Practices - edX
- HTML5 Introduction - edX Verified Certificate
- Querying with Transact-SQL - edX Honor Code Certificate