Francis Watson

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Summary

Seasoned IT professional with a proven track record in delivering expert technical support and driving operational efficiency. Proficient in handling complex technical issues, deploying applications, and optimizing system performance. Adept at leveraging a diverse skill set to bridge the gap between support and development teams, ensuring seamless operations within enterprise environments.

Professional Experience

Application Support Engineer II   08/2022 - Present
CITI | Irving, TX | Contract

- Offer technical middleware support, addressing enterprise-wide issues impacting millions of users.
- Orchestrate and execute change releases into production environments, fostering collaboration with cross-functional teams and stakeholders.
- Contribute to disaster recovery implementations, ensuring organizational preparedness for operational continuity.

- Prioritize and manage incidents, adhering to SLAs, conducting root cause analysis, and providing immediate workarounds to mitigate issues.

Environment:
  TibcoBW 5, TibcoBW EMS, OpenShift OSE, Cloud Foundry, Splunk, AppDynamic, Oracle DB, Postman, Red Hat Linux, ServiceNow, Jira, Bash, Spring Boot, Java, ServiceNow.

IT Support   03/2020 - 12/2020
Southwestern College | Winfield, KS

- Provided comprehensive technical support to students, faculty, and staff, resolving software, hardware, and network issues promptly.
- Managed system updates and patches to uphold system integrity and security, ensuring smooth operation of college systems.
- Administered user accounts and access privileges, maintaining secure and efficient system utilization.

Environment:
  Ms Azure, Azure Directory, MS Team, MS Office, RDP, TCP/IP, SSH, Confluence.

DevOps Engineer   **01/2021 - 07/2022**
SingSingmarketplace | Philadelphia, PA | Contract

- Orchestrated collaborative efforts between development and operations teams to craft Infrastructure-as-Code (IaC) blueprints using Terraform, tailored for seamless deployment and scaling on the AWS cloud platform.
- Leveraged open-source monitoring solutions such as Prometheus, and Grafana within AWS infrastructure, harnessing their flexibility and extensibility to elevate system observability and performance monitoring in AWS-managed environments.
- Optimized AWS-integrated build pipelines, utilizing Jenkins, Owasp, Trivy, Docker, Kubernetes, SonarQube, etc., and integrating open-source artifact repositories like Sonatype Nexus for efficient and reliable application deployment within AWS ecosystems.

Environment

AWS, Terraform, Kubernetes, Docker, Jenkins, Sonarqube, Nexus, Grafana, Prometheus, Ansible, Ms SQL Server, Agile-DevOps, Visual Studio Code, Python.

Certification

AWS: Solution Architect– Associate, Developer – Associate, Cloud Practitioner
Azure: AZ-900

Education

Southwestern College   **Winfield, KS**
BSc, Computer Science
Valley Forge Military College   **Wayne. Pa**
AA, Justice and Security Studies