

Jay Battle

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Skills:

Certifications: APM/DPM Industry Associate, Dynatrace Associate,

Programming: Assembly, Bash, C, C++, C#, HTML, Java, JavaScript, JSON, MATLAB, Python, SQL, VB

Development Tools: Atmel Studio, Atom, Docker, Eclipse, Git, Linux, NUnit, Postman, Visual Studio

DevOps Tools: AWS, Charles Proxy, Dynatrace, Google Cloud, Microsoft Azure, Salt, Service Fabric, Splunk

Development Frameworks: Agile software development, Lean Manufacturing, Scrum, Test driven development

Project Management Tools: Crucible, GitHub, Intercom, Jira, MediaWiki, SharePoint, Slack, TeamCity, Trello

3D Modeling: Autodesk AutoCAD & Inventor, Dassault Systèmes CATIA V5 & V6

Public Speaking: Model United Nations 2009-2013: Awarded Major (1st) and 2 Minors (2nd) in local competitions

Education:

Marquette University - Milwaukee, WI

August 2013 - May 2017

Bachelor of Science in Biomedical Engineering/Biocomputing

Work Experience:

Dynatrace ONE Technical Product Specialist II

Dynatrace – Detroit, MI

October 2018 – Present

- Coach system admins, developers, and architects through DevOps principles and best practices
- Lead clients through Dynatrace deployment, integration, and maintenance for digital experience monitoring
- Present during client-facing onboarding webinars for Dynatrace's software intelligence platform.
- Develop growth hacking opportunities via API scripting and metrics logging.
- Deploy small scale apps across multiple frameworks to mirror large scale apps for deep health analysis.
- Troubleshoot, analyze, and diagnose full stack system health of websites and mobile apps
- Reach out to customers to promote growth, new features, and enhance platform integration.

Connected Vehicle Systems Analysis

Ford Motor Company – Allen Park, MI

October 2017 – October 2018

- Analyze, monitor, and restore system health for the FordPass & Lincoln Way mobile apps
- Triage, escalate, and resolve incidents using Azure, Pivotal Cloud Foundry, and API logs with Splunk
- Established and integrated incident management tools, including WebEx, Trello, PagerDuty, and Splunk
- Coordinate cross-functional organizations to solve complex technical problems through to resolution.
- Train new hires in API analysis, system architecture, and incident triage processes
- Manage employee and on-call schedules for 24/7 global system support
- Instituted, distributed, and maintain documentation, templates, and triage instructions via SharePoint

Application Support & Development Specialist

GasDay Marquette University - Milwaukee, WI

June 2015 – May 2017

- Composed a standardized secure and encrypted RESTful API for client data.
- Implemented a C# driven RESTful API data layer within an Azure Cloud hosted ASP.NET web application
- Designed VSTO Excel add-ins within the .NET framework for querying local and remote SQL data
- Participated in an Agile Scrum environment using Test-driven Development for Continuous Integration
- Created an automated process for virtual machine cloning using MATLAB and Bash commands
- Streamlined forecast model training and testing processes through VB and Bash automation software
- Verified performance of Artificial Neural Networks and Linear Regression models in MATLAB
- Engaged in User Experience testing and validation for in-house and commercial software products

Leadership & Projects:

Constructed an application for iris identification in images using C++, C, and Python 2017

Prototyped a bio-optic implant to repair nerve damage for the Medical College of Wisconsin 2016 – 2017

Set-up and maintained 100 virtual machines in GasDay's RAID based VMware vSphere cluster 2016 – 2017

Supervised employees coordinating schedules and tasks as Student Manager for Sodexo's Schroeder Hall 2013-17

Mentored two FIRST Lego League (FLL) robotics teams of 8 students at Christ the King middle school 2012-13

President of FIRST Robotics Team 1701, recipients of Detroit District Finalist & Motorola Quality Awards 2011-13

Taught Lego robotics at Detroit Area Pre-College Engineering Program (DAPCEP) summer camps 2011-12