Jay Battle

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Certifications:

Dynatrace Certified Professional — December 6th 2021
Google Cloud Certified Associate Cloud Engineer — December 31st 2020

Education:

Marquette University - Milwaukee, WI — August 2013 - May 2017
Bachelor of Science in Biomedical Engineering/Biocomputing

Work Experience:

Dynatrace ONE Senior Technical Product Consultant
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
- 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
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

Skills:

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