Jay Battle

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Certifications:

Certified Scrum Product Owner	November 4th 2022
Certified Kubernetes Administrator	September 30st 2022
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 Lead Technical Product Consultant
Dynatrace – Detroit, MI   October 2018 – Present
- Retain a portfolio of accounts with a total contract value of $25 million dollars
- Consult systems admins, developers, and architects on DevOps principles and best practices
- Lead clients through deployment, integration, and maintenances ensuring seamless digital experiences
- Host global client-facing hands-on webinars for Dynatrace's software intelligence platform
- Deploy small scale apps across multiple frameworks to mirror large scale deployments for health analysis
- Troubleshoot, analyze, and diagnose full stack system health of websites and mobile apps
- Collaborate across industry verticals to promote growth, feature adoption, and platform integrations

Connected Vehicle Systems Analyst
Ford Motor Company – Allen Park, MI   October 2017 – October 2018
- Analyzed, monitored, and restored system health for the FordPass & Lincoln Way mobile apps
- Triaged, escalated, and resolved cross-platform incidents using Azure, Pivotal Cloud Foundry, and Splunk
- Established and integrated incident management tools, including WebEx, Trello, PagerDuty, and Splunk
- Trained new hires in API analysis, system architecture, and incident triage processes
- Managed employee and on-call schedules for 24/7 global system support
- Instituted, distributed, and maintained documentation, templates, and triage instructions via SharePoint

Application Support & Development Specialist
GasDay Marquette University – Milwaukee, WI   June 2015 – May 2017
- Composed a standardized secure encrypted RESTful API for client data
- Implemented a C# driven 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
- 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 using C++, C, and Python	2017
Prototyped a bio-optic implant to repair nerve damage for the Medical College of Wisconsin	2016 – 2017
Automated maintenance and cloning of 100 virtual machines in 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, k8s, Linux, NUnit, Postman, Visual Studio
DevOps Tools: AWS, Dynatrace, Fiddler, 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