

## **Jay Battle**

jaywbattle@gmail.com

jaybattle.net | github.com/jaybattle | linkedin.com/in/jaybattle

### **Certifications:**

Certified Scrum Product Owner

November 4<sup>th</sup> 2022

Certified Kubernetes Administrator

September 30<sup>st</sup> 2022

Dynatrace Certified Professional

December 6<sup>th</sup> 2021

Google Cloud Certified Associate Cloud Engineer

December 31<sup>st</sup> 2020

### **Work Experience:**

#### **Senior Observability Engineering Infrastructure Architect**

**PNC** – Pittsburgh, PA (Remote)

March 2023 – Present

- Lead a team of infrastructure engineers to automate and maintain four Dynatrace managed clusters
- Design rack aware clusters across three datacenters for high availability to monitor the performance of the entire PNC ecosystem including on-premise servers, cloud services, k8s clusters, websites, and mobile apps
- Curate best practices for app onboarding, anomaly detection, metric visualization, and incident routing
- Pioneer self-service with safeguards for key monitoring capabilities including deployments, maintenance, updates, synthetics, secure credentials, and SLOs
- Refine automation and monitoring tool backlogs to ensure monthly releases of new capabilities

#### **Lead Technical Product Consultant**

**Dynatrace** – Detroit, MI

October 2018 – March 2023

- Consulted for a portfolio of 5 industry leading corporations with a collective market cap of 651 billion USD on SRE best practices, CloudOps, and AIOps to simplify cloud complexity
- Taught systems admins, developers, and architects DevSecOps principles while walking them through deployment, integration, and troubleshooting sessions, ensuring seamless digital experiences
- Hosted global client-facing hands-on webinars leveraging Dynatrace's software intelligence platform to analyze and diagnose full stack system health of websites and mobile applications
- Managed customer success managers and technical consultants as Product Owner of an internal project which creates content to educate professionals on consulting soft skills and communication theories.
- Deployed cloud agnostic containerized microservices to mirror enterprise deployments for health analysis

#### **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
- Triageed, escalated, and resolved cross-platform incidents using Azure, Pivotal Cloud Foundry, and Splunk
- Established and integrated incident management tools WebEx, Trello, PagerDuty, and ServiceNow
- Trained new hires in API analysis, system architecture, and incident triage processes
- Maintained employee and on-call schedules for 24/7 global system support

### **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

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:** Ansible, Bitbucket, Docker, Eclipse, Git, k8s, Linux, NUnit, Postman, Visual Studio

**DevOps Tools:** AWS, BigPanda, Fiddler, Google Cloud, Jenkins, Microsoft Azure, Salt, Service Fabric, Splunk

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

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

### **Education:**

**Marquette University** - Milwaukee, WI

August 2013 - May 2017

Bachelor of Science in Biomedical Engineering/Biocomputing