**Jerron McGinnis**

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**Skills & Technologies**

* IT Service Management (ITSM)
* Incident Management
* Problem Management
* Change Management
* Knowledge Management
* Project Management
* Linux Server Administration
* Security Administration
* Network Administration
* Business Continuity Planning (BCP)
* Database Administration
* HTML, CSS, Javascript, & React.js
* Report Design & Development
* Password Management

**Professional Experience**

**Indeed –** **Remote US**

## *Senior Platform Analyst November 2021 – Present*

* Defining and implementing operational processes as well as organizational changes in order to align the company under a standard set of ITSM practices.
* Deliver technology solutions and provide service & support for Workday and other platforms used by HR, Finance, and other Corporate Functions.
* Assist with the enterprise-wide implementation of ServiceNow by partnering with stakeholders to define and gather customer requirements and partnering with the implementation team to build out the Service Catalog.
* Write test cases, provide training, and perform reporting in support of newly adopted ServiceNow features.
* Manage all agile projects by documenting project artifacts, scheduling meetings, writing user stories, and leading daily standups for multiple projects simultaneously.

**General Electric****-** **Atlanta, GA**

## *Data Engineer August 2021 – November 2021*

* Developed queries and on-demand reports as requested by all GE businesses.
* Developed and maintained applications for billing, data warehousing, infrastructure deployment automation, device event silencing, and server configuration data collection.
* Maintained data to ensure data integrity for the FrameView financial and billing platform.
* Generated user stories in Jira in support of multiple applications.
* Worked with customers to identify key metrics needed to support their operations and defined, designed, and implemented platforms to present their key data, i.e., Webpages, Tableau, Application Dashboard, etc.
* Managed cloud infrastructure deployments including virtual machines, functions, and automation tools.
* Acted as liaison between Compute Data and Analytics team and executive leadership as well as customers for consultations.

## *Lifecycle Operations Engineer August 2017 – August 2021*

* Triaged critical Incidents for all GE businesses affecting over 300,000 globally distributed users with billion-dollar financial impact.
* Partnered with the ServiceNow team to design and configure ServiceNow features to meet operational needs and conduct user acceptance testing.
* Developed and trained L1/L2 Playbooks for 100+ team members supporting security and infrastructure requests for all GE businesses.
* Provided platform administration or support for a myriad of systems and applications used enterprise-wide across GE businesses.
* Project manager & lead developer for custom web application hosting KPIs and Metrics as well as serving as a centralized hub for integrations with other tools used interactively real-time throughout the Incident management lifecycle.
* Created, implemented, and trained GE’s Incident Management Playbooks for 100+ team members to create a consistent experience for globally distributed team members and customers.
* Led daily operations call with executive leadership, Problem Management team, and technical teams to review initial RCA findings for critical Incidents for all GE businesses.
* Managed critical Incidents by leading calls with executive leadership, end-users, and cross-functional teams, to restore services.
* Created and maintained all aspects of knowledge management, i.e., knowledge articles, SOPs, playbooks and training materials for critical Incident management and L1/L2 Incident restoration.
* Developed and performed internal audit functions for all activities related to critical Incidents and major Changes for team of 100+ members.
* Scheduled and coordinated support for high-impact Changes to include collaboration with business customers as well as development and training of custom playbooks as needed. Developed monitoring tools and processes to ensure site reliability and prevent outages.
* Researched configuration items (CIs) and relationships via the CMDB to identify the root cause of outages as well as determine other pertinent information about the CI.
* Created processes and supporting documentation for disaster recovery (DR) and business continuity (BCP) for global GE infrastructure and over 1000 applications.

**Education & Certifications**

* **M.S in IT Management** - Western Governors University
* **B.S in Information Technology** –Western Governors University
* **Full Stack Web Development Certificate** - Georgia Tech
* **PC Repair and Computer Networking Certificate** – Gwinnett Technical College
* ITIL Foundations v3 – Axelos
* Azure Administrator Associate - Microsoft
* Certified Cloud Practitioner - Amazon Web Services
* A+ | Network+ | Security + | Project+ | Cloud Essentials – CompTIA
* New Relic Certified Performance Pro – New Relic
* Linux Essentials – Linux Professional Institute
* Cyberark Certified Trustee – Cyberark
* Site Developer Associate | User Interface Designer – Certified Internet Web Professional
* Fundamentals of Digital Marketing - Google