JORDAN BLAKE

JAVA PRODUCTION SUPPORT ENGINEER

CONTACT

j.blake@email.com
(123) 456-7890
Pittsburgh, PA
LinkedIn

EDUCATION

Bachelor of Science
Computer Science
Carnegie Mellon University
2012 - 2016
Pittsburgh, PA

SKILLS

Eclipse
Apache Tomcat
MySQL
Git
Nagios
Splunk
JIRA
Jenkins
Ansible
Shell Scripting

WORK EXPERIENCE

Java Production Support Engineer

Highmark Health

2022 - current / Pittsburgh, PA

- Oversaw the resolution of critical production incidents using Splunk and Nagios, **reducing downtime by 42% and restoring services within an average of 19 minutes**
- Built Shell Scripts to automate routine maintenance tasks, saving 12 hours per month in manual labor and minimizing human errors
- Managed version control and code reviews using Git, ensuring compliance with coding standards and reducing post-deployment bugs by 23%
- Upgraded Java runtime environments across 14 servers, resulting in a 26% improvement in application stability and a reduction in memory leaks

Application Support Specialist

BNY Mellon

2018 - 2022 / Pittsburgh, PA

- Harnessed JIRA for ticket queue management, decreasing average ticket resolution time by 18% and improving overall user satisfaction
- **Organized three training sessions on Eclipse IDE for nine junior engineers**, increasing their productivity and reducing onboarding time by 16 hours
- Monitored application health and performance using Jenkins to proactively address issues before they impacted users, which culminated in a 99.9% uptime
- Designed a disaster recovery plan that utilized Ansible, decreasing potential downtime by 38% and losses by $89,362 per year

Application Support Analyst

Alcoa

2016 - 2018 / Pittsburgh, PA

- Managed server configurations and deployments on Apache Tomcat, leading to an 18% increase in application stability and reducing server crashes by 27%
- Spearheaded the optimization of MySQL databases, leading to a reduction in query response times and improving overall system performance
- Systematized the deployment process, cutting deployment time by 13 hours and reducing rollback occurrences by 21%
- Tracked system performance metrics, **identifying and resolving over seven bottlenecks that led to a 22% improvement in processing efficiency**