JESSICA CLAIRE

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SUMMARY

Mid-level Software and Application Developer passionate about creating cutting-edge products for companies. Strong work ethic and dedicated to quality assurance. Adept at working with teams or independently in fast-paced settings.

SKILLS

- TECHNICAL SKILLS
- Java, Spring boot, Azure, Microservices, Struts 1.3, JSP, HTML, CSS, Servlets, SOAP, oracle, Linux, AGILE, Eclipse, MongoDB, MySQL, SQL, Python, XGBoost, Decision tree & Random Forest, KNN, SVM, Naive Bayes, SGD, AdaBoost, LDA, QDA, Neural Network, LightGBM, GBC, React JS, JSX, virtual DOM, GitHub, Microsoft Power BI, Excel
- Technical Instruction
- Troubleshooting and Diagnosing
- Microsoft Certification
- Organizational Skills
- Interpersonal Skills
- Documentation Development
- Technical Troubleshooting
- Customer Service Support
- MySQL
- UNIX Shell Scripting
- Linux+ Certification
- Database Management
- LAN and WAN Assessment
- Hardware and Software Configuration
- API Design and Development
- Code and Quality Standards
- Continuous Integration Systems
- Agile/Scrum Methodology

- Data Structures and Algorithms
- JS Frameworks: React, Angular, Vue
- Software Components and Libraries
- Object-Oriented Programming
- Databases: Oracle, MongoDB
- RDMS Development and SQL
- Programming Languages: Java, C#, .Net, Python
- Data Storage and Retrieval
- Source and Version Control: Git, Github
- Software Testing and Validation
- CRM Software
- Software Deployment
- Usability and Accessibility
- Data Warehousing and Analytics
- Debugging and Troubleshooting
- Requirements Gathering and Analysis
- Multithreaded Software Applications
- SOAP and RESTful Web Services
- Design Patterns and Principles
- Scripting Languages: PHP, Python, Javascript

EXPERIENCE

Technical Support Specialist, 05/2022 - Current
Concordia University, Nebraska – Seward, NE

- Documented and updated case notes for each customer and work order. Assessed issues to determine appropriate troubleshooting methods for remediation.
- Maintained compliance with established and updated policies and procedures with minimal supervision.
- Present detailed reports to leadership and stakeholders, including recommendations to seize opportunities for technological improvement
- Ensure that all IT systems and processes are arranged best to support overall organizational objectives
- Head implementation teams during upgrade and technology migration projects, liaising with affected departments to ensure usability and functionality
- Established patterns to reoccurring issues and provided input to development teams
- Work with other technical support specialists to find solutions to more complex issues. Disassembled computer systems to troubleshoot and resolve hardware issues.
- Created and implemented new troubleshooting processes, improving efficiency and customer satisfaction while reducing costs.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Stayed abreast of latest software developments to enhance job knowledge. Collaborated with technical staff to establish goals and objectives for system improvements and upgrades.

Software Python Developer, 01/2023 - 03/2023
Two95 International Inc. – Bethesda, MD

- Developed company-wide technical strategy plans for Python-based assets, overseeing development, coding, debugging and [Task].
- Introduced cloud-based technologies into Python development to expand on-premise deployment options.
- Worked with server-side and front-end technologies and leveraged common design patterns to code dynamic and user-friendly systems.
- Mentored entry-level Python development personnel, providing both internal and external positions with technical guidance and education.
- Streamlined support requirements by designing automated platforms and tools with self-service, self-healing code.
- Harnessed version control tools to coordinate project development and individual code submissions.
- Leveraged open communication, collective decision-making and thorough reviews to create performant and scalable systems.
- Worked closely with systems analysts, engineers and programmers to understand limitations, develop capabilities and resolve software problems.
- Leveraged Agile methodologies to move development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.
- Developed software for embedded systems, coding solutions for both new installations and in-situ hardware.
- Applied security measures into systems development, supporting final products' resistance to intrusion and exploitation.

Full Stack Developer, 01/2021 - 12/2022
Ibm Corporation – Des Moines, IA

- Programmed applications and tools using object-oriented languages with goals of code abstraction, stability and reuse.
- Leveraged Agile methodologies to move development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.
- Coordinated testing and validation procedures through software development lifecycle.
- Designed, developed and implemented firmware to support embedded system product concepts.
- Conferred with project managers and other stakeholders to fully understand software design specifications and plan optimal development approaches.
- Combined root-level authentication and authorization technologies with ongoing system design to harden finished solutions.
- Developed software for embedded systems, coding solutions for both new installations and in-situ hardware.
- Devised automation, backup and recovery protocols to preserve and safeguard data.
- Integrated object-oriented design and development techniques into projects to support usability goals.
- Assessed code during testing stage to determine potential glitches and bugs.
- Recommended strategies to maximize performance and lifespan of equipment involved in software installations.

Data Analyst, 07/2016 - 06/2019
JNEX Software Solutions – City, STATE

- Generated reports and obtained data to develop analytics on key performance and operational metrics.
- Worked with internal teams to understand business needs and changing strategies.
- Assisted with efforts to track, evaluate and report on impact of programs using multiple data sources.
- Interacted with non-technical stakeholders to deliver analyses and answer questions on deliverables.
- Assisted integration of internal and external data tools and products, maintaining stability and performance across systems.
- Synthesized business intelligence or trend data to support recommendations for action.
- Partnered with data scientists to support ongoing research and analytics initiatives.
- Maintained library of model documents, templates or other reusable knowledge assets.
- Identified and analyzed industry or geographic trends with business strategy implications.
- Created or reviewed technical design documentation to drive accuracy of reporting solutions.
- Collected business intelligence data from industry reports, public information or purchased sources.
- Identified or monitored current and potential customers using business intelligence tools.
- Managed diverse projects for data capture, storage and forecast analysis.
- Created and designed business intelligence databases, spreadsheets or outputs.
- Maintained or updated business intelligence tools, databases or dashboards.
- Provided technical support for existing reports, dashboards or other tools.

EDUCATION AND TRAINING

Master of Applied Computer Science: 04/2022
St. Francis Xavier University - Antigonish, Nova Scotia

Bachelor of Computer Science: 05/2015
LK Gujral Technical University - Punjab

CERTIFICATIONS

- [Area of certification], [Company Name] - [Year]