

# Jessica Claire

100 Montgomery St. 10th Floor (555) 432-1000 resumesample@example.com

<b>PROFESSIONAL SUMMARY</b>	<p>Flexible professional with experience developing and building IT solutions. Confident DevOps Engineer with exemplary expertise in routine application maintenance tasks, including troubleshooting and testing. Enthusiastic technical professional with complete understanding of entire software development lifecycle. Highly trained in Kubernetes, Docker, AWS, Jenkins, Helm Chart, Terraform, Prometheus and other DevOps tools.</p>
<b>SKILLS AND CAPABILITIES</b>	<ul style="list-style-type: none"><li>Strong Communication and Interpersonal Skills</li><li>Continuous Integration Systems</li><li>Continuous Deployment</li><li>Jenkins CI</li><li>DevOps Systems</li><li>Version Control Systems (Git and GitHub)</li><li>Docker and Kubernetes</li><li>Terraform and Ansible</li><li>Maven Installation and integration</li><li>SonarQube,</li><li>Nexus,</li><li>Nginx Ingress</li><li>Prometheus and Grafana</li><li>Elastic search, Logstash, Kibana ( ELK )</li></ul>
<b>WORK HISTORY</b>	<p><b>DEVOPS ENGINEER</b> 08/2017 to CURRENT</p> <p><b>Radancy   Asheville, NC</b></p> <ul style="list-style-type: none"><li>Monitored automated build and continuous software integration process to drive build/release failure resolution.</li><li>Wrote and updated documentation to outline technical design of entire project.</li><li>Researched and identified new technologies and tools helping to grow devOps development environment.</li><li>Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.</li><li>Worked in team of 12 engineers to build and deploy changes to client application using Jenkins pipeline.</li><li>Managed several client and system tickets</li><li>Drove project lifespan from concept to final rollout in development and deployment</li><li>Collaborated with team to determine application requirement specifications</li><li>Built automation tools and applications to deploy next-generation platforms</li><li>Deployed and manage both self managed and managed kubernetes cluster</li><li>Collaborated with team to analyze system solutions based on client requirements</li></ul> <p><b>PATIENT ACCESS REPRESENTATIVE</b> 02/2017 to 08/2017</p> <p><b>Williamsburg Physical Therapy   Chantilly, VA</b></p> <ul style="list-style-type: none"><li>Performed patient scheduling and registration functions to serve as initial contact point for medical office visits.</li><li>Resolved more than 150 patient financial problems with guidance from documented guidelines and procedures.</li><li>Followed document protocols to safeguard confidentiality of patient records.</li><li>Facilitated communication between patients and various departments and staff.</li><li>Applied administrative knowledge and courtesy to explain procedures and services to patients.</li><li>Collected and entered patient demographic and insurance data into computer database to establish patient's medical record</li></ul> <p><b>OPERATIONS MANAGER/HEAD BRANCH IT</b> 05/2005 to 01/2017</p> <p><b>Ace Hardware   Pacifica, CA</b></p> <ul style="list-style-type: none"><li>Established positive and effective communication among unit staff and organization leadership reducing miscommunications and missed deadlines.</li><li>Identified and resolved unauthorized, unsafe or ineffective practices.</li><li>Set enforced and optimized internal policies to maintain responsiveness to demands.</li><li>Devised processes to boost long-term business success and increase profit levels.</li><li>Supervise and worked with branch IT team</li><li>Managed and deploy various update to branch server.</li><li>Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.</li><li>Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency</li><li>Managed and supervise more than 80 employees</li><li>Prepared annual budgets with controls to prevent overages</li><li>Worked in matrix management environment with oversight of division level managers, operations, sales, finance, human resources, safety and compliance</li><li>Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow</li><li>Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow</li></ul> <p><b>SYSTEM ADMINISTRATOR</b> 01/2003 to 05/2005</p> <p><b>Applied Underwriters   Omaha</b></p> <ul style="list-style-type: none"><li>Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.</li><li>Worked with users to determine areas of technology in need of improved usability.</li><li>Established network specifications and analyzed workflow, access, information and security requirements.</li><li>Implemented corrective plans of action for network availability, utilization and latency.</li><li>Provisioned new software and hardware for use according to internal business and security policies.</li><li>Managed more than 50 system and two on-prem server</li><li>Established network specifications and analyzed workflow, access, information and security requirements</li><li>Managed onboarding and offboarding of employees</li></ul> <p><b>EDUCATION</b></p> <p><b>Bachelor of Science   Business Management</b> 11/2009 <b>Ahmadu Bello University, Zaria</b></p> <p><b>Bachelor of Science   Business Administration And Management</b> 05/2002 <b>Nuhu Bamali Poly, Kaduna</b></p> <p><b>AFFILIATIONS</b></p> <ul style="list-style-type: none"><li>AWS Certified Architect Community</li><li>Nigeria Institute Of Management</li><li>Member StackOverflow</li></ul> <p><b>CERTIFICATIONS</b></p> <ul style="list-style-type: none"><li>AWS - Certified Solution Architect Associate</li><li>Hachicorp Certified Terraform Associate</li><li>Professional Manager- NIM</li></ul>