

Jessica Claire

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SUMMARY

- Experienced production support engineer, developer across multiple projects & systems distributed globally and spanning across multiple technologies like Java, J2EE, Unix, PL/SQL, SQL, Rest Services, HTML, CSS etc.
- Demonstrated ability in resolving software product support issues by applying thorough technical product knowledge, experience and troubleshooting techniques.
- Experience and ability to handle critical customer production issues and hot-line support issues independently.
- Expert technical and functional knowledge of CRM based applications.
- Knowledge and working experience in SQL Queries, PL/SQL Oracle and MongoDB database.
- Knowledge of REST/HTTP APIs, including JSON data formats and SOAP API's.
- Experience in automations using Unix shell scripting.
- Experience Building CI/CD pipelines by integrating Git, Jenkins, Ansible.
- Knowledge of monitoring tools like Splunk, Nagios and ExtraHop.
- Familiar with Docker for application containerization and Kubernetes for orchestration.
- Infrastructure knowledge of Networks, TCP/IP, UDP concepts, load balancers, Firewalls and WAF.
- Knowledge & working experience on Web servers like Nginx and Apache.
- Strong ability to convey the right information verbally & in writing to optimize IT Solutions & meet customer requirements.
- Excellent Knowledge of Service Now Incident Management Platform and ITIL based Service Support process (Change management, problem management, event management and incident management).
- Excellent team player with an ability to perform individually, good interpersonal and analytical skills.
- Excellent organizational & presentation skills with leadership experience.

PROFESSIONAL EXPERIENCE

SENIOR PRODUCTION AND OPERATIONS ENGINEER

10/2013 to CURRENT

Tata Consultancy Services | City, STATE

I have worked on enhancement and support of CRM platform including sales and service modules used by 60K+ employees and millions of external customers.

- Troubleshoot critical, high priority technical issues on a daily basis, isolating and diagnosing the problem, and resolving them.
- Analyze Java source code to identify the issue, test the fix in lower environment and communicate with internal teams for resolution.
- Analyze SQL Queries, PL/SQL procedures to identify bottleneck queries and fine tune them to improve application performance.
- Database administration including issues with query performance, impact, data issues with upstream / downstream systems.
- SQL query tuning and fixing invalid objects for multiple DB schemas in Oracle. Working with AWR reports and other Database metrics reports for analyzing database query performance.
- Automated application and information security and compliance activities using Ansible and custom scripts. Was able to reduce manual efforts by 50%.
- Setup and monitor product quality and performance using Splunk, ExtraHop and AppDynamics. Was able to proactively identify and assist in fixing production bugs, leading to reduction of 25% application issues.
- Work across multiple teams to co-ordinate and lead incident response and problem management, ensuring that incidents are resolved quickly, and root cause analysis is rock-solid and timely to avoid recurring of the problems.
- Devise solutions, processes and documented SOPs to eliminate outages in conducting operational tasks.
- Drive mission critical initiatives, cross functional, high priority business problems to resolution.
- Production release preparation including cutover and implementation plans, which involves pilot and production deployments and system health monitoring post release.
- Review, planning and co-ordination of database and application upgrades and migrations.
- Evaluated current processes and developed new procedures improving production work flow to increase efficiency and quality.
- Present system health & trending issues report to business and senior management, multiple feedbacks were incorporated, and my inputs were highly appreciated.

HADOOP/ETL DEVELOPER

03/2012 to 06/2013

Tata Consultancy Services | City, STATE

Worked with team of 8 members in developing and maintaining application based on Hadoop, Hive, HBase and Pentaho ETL tool.

- Worked on creating Pentaho jobs and transformations to process the large input data file and store the data in Hadoop HBase.
- Configuring Pentaho jobs with java source code, HBase and Hive environment.
- Installation and maintenance of Hadoop cluster in various environment.
- Application configuration and deployment on various test environments.
- Analyzing the High-level design documents provided.
- Development and unit testing of the requirements.

SKILLS

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| • Oracle DB, Mongo DB, PL/SQL | • Linux, Unix Shell Scripting, Autrosys |
| • Performance, Scalability & Optimization | • Jenkins, Git, Ansible, Nginx, Apache Tomcat |
| • Networking, TCP/IP, Load balancing, CDN, WAF | • DevOps, Release Management |
| • Monitoring tools - Splunk, ExtraHop, Nagios | • Docker, Kubernetes |
| • Java/J2EE, JavaScript | • Service Now, Customer Support |

EDUCATION AND TRAINING

Bachelor of Engineering | Electronics And Communications

06/2011

Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal, Madhya Pradesh, India

CERTIFICATIONS

- Oracle Certified Professional, Java EE 5 Web Component Developer (OCP)
- Oracle Certified Professional, Java SE 6 Programmer