

# JESSICA CLAIRE

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## Summary

Smart DevOps Engineer with career spent in IT designing and planning. Talented leader with extensive knowledge of high availability architecture and concepts. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Ready to tackle new challenges in project planning and development capacity.

## Skills

- Amazon Web Services
- Linux/Unix Operating System Administration
- Source Code Management with Git and GitHub
- Continuous Integration using Jenkins
- Code Build tools with Maven
- Code Quality control - Sonarqube & Nexus
- Mysql Database Administration
- Containerization with Docker
- Kubernetes
- Terraform
- Ansible
- Google Cloud Platform
- Azure DevOps
- IT work tools stack - Jira, slack, pagerduty, Service duty
- Cyber - Security - Time Management -
- Project Management
- Programming Languages: Java, Bash Shell Scripting
- Agile/Scrum Methodology
- CI/CD
- Compatibility Testing
- Script Maintenance and Updates

## Experience

### DevOps Engineer, 01/2018 to Current

Amazon.Com, Inc. – Poway, CA

- Automated application build and deployment, driving efficiency of code development process.
- Deployed and supported infrastructure automation and configuration management tools.
- Defined build and configuration standards to provision infrastructure services.
- Developed procedures to automate code builds and deployments.
- Assisted development team with creating and rolling out timely solutions.
- Delivered software solutions consistent with product roadmap and meeting release plan milestones.
- Integrated systems with third-party applications to enable visualization, integration or analytics by end users.
- Participated in and brainstormed with technical working groups, progress meetings to solve issues.
- Implemented and configured security services to properly harden infrastructure.
- Tested and troubleshooted application and documented issue resolutions for development team.
- Scheduled ongoing performance quality assurance checks for software applications and automated performance test scripts.
- Mentored and trained engineers to improve processes companywide.
- Drove operational tools and processes to monitor and maintain platforms at target service levels.
- Explored up-and-coming technologies and software products to provide leveraging guidelines.
- Worked closely with systems analysts, engineers and programmers to understand limitations, develop capabilities and resolve software problems.
- Delivered detailed specifications regarding materials, manpower and time needed for proposed solutions.
- Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes.
- Coordinated testing and validation procedures through software development lifecycle.
- Recommended improvements to facilitate team and project workflow.
- Devised automation, backup and recovery protocols to preserve and safeguard data.
- Coordinated system installations, testing and code corrections.
- Reviewed project requirements to identify customer expectations and resources needed to meet goals.
- Assessed code during testing stage to determine potential glitches and bugs.
- Developed requirements for system modifications and new system installations.
- Performed troubleshooting of post-release software faults to support live service and installed software patch design.
- Updated software upon release of vendor patches to mitigate vulnerabilities.
- Improved and corrected existing software and system applications.
- Coordinated installation of software systems and collaborated with user experience team on design and implementation of new features.
- Analyzed code and corrected errors to optimize output.
- Collaborated with support team to assist client stakeholders with emergent technical issues and develop effective solutions.

### Compliance Executive, 06/2016 to 12/2017

Homebase Group Of Company – City, STATE

- Providing valuable compliance advice to the business unit management regarding policies, control, and procedures
- Identified potential areas of compliance vulnerability and risks; implemented corrective action plans for resolutions
- Monitor regulatory changes and conduct legal research to verify ongoing compliance with dynamic Federal and State legislation
- Responsible for delivering a robust due diligence process
- Review policy in-line with operational standard
- Managed and coordinate the regulatory requirements
- Ensuring a company's policies and procedures comply with regulatory and ethical standards
- Using Qualitative risk analysis and Quantitative analysis to prioritize my standard goals.
- Maintained compliance frameworks, policies and documentation to support audits.
- Maintained and revised policy procedures for general operation of compliance program.
- Planned and executed compliance audits to check company policies, procedures and controls.
- Organized training programs to educate company staff on benefits and consequences of complying or defying regulations.
- Monitored compliance risk controls to identify deviations and offer recommendations.
- Developed and implemented strategies necessary for minimizing risk of non-compliance.
- Adhered to deadlines in optimizing regulatory and operational performance.
- Developed systems to track and monitor compliance with regulatory requirements and internal policies.
- Liaised between regulatory agencies and internal departments to facilitate regulatory and related matters.
- Participated in networking and learning opportunities to remain current with evidenced-based practices.
- Created and managed action plans to mitigate audit discoveries and compliance concerns.
- Stayed abreast of applicable laws and state or federal regulation to report violations.

### Senior Revenue Supervisor, 11/2014 to 05/2017

Constancy Nigeria Limited – City, STATE

- Conduct independent field examinations and investigations of income tax returns Submit adjustments/refunds and EOB to have pricing correct
- Trains and supervises employees engaged in collection and recording of payment received
- Responsible for the daily processing of payments and providing follow up for clients and supervisors
- Redeveloped variable compensation programs to improve profitability and productivity across all revenue producing areas
- Field collection and compliance in the small Business/self-employed division Assist in research resolve and record problems
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.
- Delegated work to staff, setting priorities and goals.
- Resolved customer complaints or answered customers' questions.
- Coordinated with other supervisors, combining group efforts to achieve goals.
- Discussed job performance problems with employees, identifying causes and issues to find solutions.
- Trained employees on best practices and protocols while managing teams to maintain optimal productivity.
- Guided employees in handling difficult or complex problems.
- Reviewed reports on employee attendance, productivity and effectiveness to evaluate performance.
- Issued work schedules, duty assignments and deadlines for office or administrative staff.
- Consulted with managers to resolve problems relating to employee performance, office equipment and work schedules.
- Reviewed employees' work to check adherence to quality standards and proper procedures.
- Interpreted and explained work procedures and policies to brief staff.

## Education and Training

### Certified Introduction to Cyber security: 10/2022

Northeastern University - Boston, MA

### Certified Data Privacy Fundamentals: 10/2022

University of Maryland - College park, Maryland

### Bachelors of Science: Public Administration, 01/2019

ESTG UNIVERSITY