

JESSICA CLAIRE

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SUMMARY

A team-first, easy to work with, engineer - that is self-driven and flexible. Experience in a wide range of technologies and roles: a combination of an experienced developer and programmer with tested, strong skills and experience in Linux Hosting/Administration and Operations. A DevOps Engineer focused on automating everything possible. Thrives on sharing knowledge and making the impossible work.

SKILL STRENGTHS

- Kubernetes/Helm/Docker Expertise
- JavaScript/NodeJS/Python/Bash
- Software architecture; design and creation
- GCP Experience - GKE, AppEngine, Cloud Functions, etc.
- Making multiple applications work together

EDUCATION

Drexel University
Philadelphia, PA • 06/2006
Bachelor of Science: Computer Engineering

Stanford University
Palo Alto, CA
Computer Science And Programming

EXPERIENCE

Paypal - DevOps Engineer
Charlotte, NC • 01/2019 - Current

- Deployed the Connect/Harmony Suite of products (<https://explorer.factom.com>) to Kubernetes, App Engine and leveraged other GCP tools to build distributed, scalable systems.
- Administered and maintained the Blockchain network for FactomD - including working to resolve pauses; made changes and additions to manage any issues on the network
- Redesigned and created the “DevNet” which is a tool for developers to quickly spin up small FactomD networks, with working blockchains - in order to test the protocol
- Developed a restart interface through AWS, leveraging proper security groups, EC2 instances, load balancers and Google OAuth authentication within a lua-openresty image that would track requests and regulate the frequency of blockchain network restarts.
- Developed helm charts that deployed automated backups for the blockchain - to stop followers that were synced with the blockchain, and copy the database to a GCS bucket.
- Deployed and maintained a distributed monitoring system (the Factom Overview) for all the nodes in the blockchain, using websockets, React and NodeJS and required successful routing between networks in multiple providers and instances.
- Developed an automation in kubernetes for the Ephemeral Sandbox - this scales down the pods using the blockchain, wipes the database of the blockchain from the leader nodes, restarts the network from the first block, and starts the Connect API pods so it's available for use.

Legalzoom - Staff Systems Engineer
Casper, WY • 11/2017 - 12/2018

- Started quickly and learned by “drinking from the firehose” - to quickly become a key figure in supporting an enterprise Container as a Service infrastructure: a self-service system for customers to request containerized Redis instances that are load-balanced, and highly available within a cluster of ephemeral VMs. Architect for the automation of the ephemeral refresh. Added APIs to interface with Splunk logging.
- Acted as architect and created a ground-breaking application for self-service provisioning of open source databases. Using NodeJS and Python I created “DBaaS” (Database as a Service) which allows self-service for developers to provision and manage a plethora of DB types from a single pane of glass.
- Lead the implementation of a UI that would activate Terraform modules built for the DBaaS platform to provision the requested elements.
- Driving force for adding features for self-service database service - provisioning, password reset, and user maintenance. Responsible for engineering the solution for each requirement.
- The DBaaS platform uses NodeJS, Mongo, and Redis that handles requests from users, provisions the requested databases on multiple platforms, tickets the requests in Service Now (adds notes for provisioning on failure/ or closes on success), enters tracking information to a MariaDB repository - and then pushes the data to a graphical interface on the frontend. A Redis PUBSUB channel and lists are used for each microservice to synchronize with each other, and pass data along to each modular stage of the process. Very expandable, robust, and highly available.
- Team subject matter expert for Kubernetes, Docker, automation and coding - always willing to help and provide tools for my teammates.
- A key member of the “Store of the Future” Home Depot team: to re-architect a new micro-service approach to all retail store data-services: using Kubernetes, Helm and a number of container applications to maximize work for application teams.

IPSoft, Inc. - Linux Platform Engineer
City, STATE • 12/2016 - 11/2017

- Resolved a wide array of monitoring alerts over multiple clients and numerous hosts
- As Technical Lead for a client - focused on improvement of customer's monitoring/Ops
- Used Python, Javascript and system APIs to automate monitoring operations.
- Solved issues with company Java monitoring daemons - monitored and addressed Garbage Collection issues, resource overusage, connectivity issues, and others
- Developed tools and automations for day to day operations- daemon restarts, freeing up memory, managing disk space, connectivity issues, and all day-to-day issues.
- Deployed monitoring checks on enterprise hosts and configured server monitoring.
- Focused on automations and developing tools in NodeJS and Python that serve as productivity multipliers for Operations Engineering.

A Small Orange/Hostgator - Integrations Technical Support/ Junior Admin II
City, STATE • 01/2015 - 12/2016

- Responsible for hosting servers, account restores and service critical issues.
- Took ownership of escalated issues for CentOS/Apache/cPanel webhosting servers
- As team lead - handling upper tier technical issues through chat, phone and ticket contacts. Mentored and assisted dozens of front line co-workers.
- Responsible for the integration of newly acquired brands into the existing technical support process - learning new platforms and systems and training junior agents on these systems.
- Customer Service contact for VIP Clients or Priority issues escalated from Social Media
- CPanel/WHM Administrator and cPanel/WHM System Administrator Certified

REPOSITORY, LINKS

- <https://github.com/mClaire464>
- <https://www.linkedin.com/in/Jessica-Claire-088b3b8b>