JESSICA CLAIRE

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Professional Summary

8+ years of professional **IT experience** in design, develop, build and deployment of web applications.

3+ years in practicing **DevOps, Cloud Automation** & **Quality Engineering**

Dedicated DevOps professional with history of meeting company goals utilizing consistent and organized practices. Customer-focused with superior communication skills and expertise in various technical platforms, skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Skills

- Cloud platforms; AWS, Azure
- Source and Version Control; Git, Github, SVN, Git, GitHub, Bitbucket, GitLab, Azure Git
- IAC; Puppet, Ansible, Terraform, CloudFormation
- Framework/DevOps Tools; SonarQube, Nexus, Artifactory, Jenkins, Slack, AzureDevOps

- Containers / Orchestration; Docker, Kubernetes
- Databases; Oracle, SQL Server, MySQL, PostgresSQL
- Scripting & Other Tools; Groovy, UNIX Shell Scripts (Ksh, Bash), Git Bash, Putty, iTerm
- Operating Systems; Ubuntu 18.0.4, Red Hat Linux, Windows, HP-UX and Solaris 10

Work History

DevOps Engineer, 05/2019 to Current

Radancy – Half Moon Bay, CA

- Set up CI/CD pipelines for Microservices and integrated tools such as **Maven, Bitbucket, SonarQube, Nexus, Docker, Slack** for providing immediate feedback to DEV teams after code check-in
- Wrote **Ansible** playbooks from scratch in YAML. Installing, setting up & Troubleshooting **Ansible** , created and automated platform environment setup.
- Set up Git repositories and SSH Keys in **GitHub** for Agile teams.
- Integrated **GitHub** web hooks into Jenkins to automate the code check-out process.
- Implemented the setup for master slave architecture to improve the performance of **Jenkins**
- Created **Dockerfile** and automated docker image creation using Jenkins and Docker
- Automated infrastructure provisioning on AWS using **Terraform** and **Ansible**
- Created nightly builds with integration to code quality tools such as **SonarQube** , **Veracode**
- Created quality gates in SonarQube dashboard and enforced in the pipelines to fail the builds when conditions not met
- Rebuild of entire existing platform over to **Docker** containers
- Setup **Kubernetes** clusters using Amazon EKS
- Collaborated closely with product development teams and other stakeholders, using effective communication and active listening skills.
- Worked with cross-functional design teams to create software solutions that improved overall functionality and performance
- Investigated new and emerging software applications to select and implement administrative information systems
- Teamed with business analysts to deliver high-availability solutions for mission-critical applications
- Automated and implemented system backup and recovery procedures

AZURE CLOUD ENGINEER, 02/2016 to 03/2019

Applied Information Sciences, Inc. – Arlington, VA

- Set up CI/CD pipelines for Microservices and integrated tools such as **Maven, Bitbucket, SonarQube, Nexus, Docker, Slack** for providing immediate feedback to DEV teams after code check-in
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- Set up Git repositories and SSH Keys in **GitHub** for Agile teams.
- Integrated GitHub web hooks into Jenkins to automate the code check-out process.
- Implemented the setup for master slave architecture to improve the performance of **Jenkins** .
- Created **Dockerfile** and automated docker image creation using Jenkins and Docker.
- Automated infrastructure provisioning on AWS using **Terraform** and **Ansible.**
- Created nightly builds with integration to code quality tools such as SonarQube, Veracode.
- Created quality gates in SonarQube dashboard and enforced in the pipelines to fail the builds when conditions not met.
- Rebuild of entire existing platform over to **Docker** containers.
- Setup Kubernetes clusters using Amazon EKS.
- Drove operational improvements which resulted in savings and improved profit margins
- Received and processed stock into inventory management system
- Proved successful working within tight deadlines and fast-paced atmosphere
- Resolved problems, improved operations and provided exceptional service
- Resolved conflicts and negotiated mutually beneficial agreements between parties
- Maintained energy and enthusiasm in fast-paced environment
- Identified issues, analyzed information and provided solutions to problems
- Improved operations through consistent hard work and dedication

IT Technical Support Specialist, 02/2012 to 01/2016

Highpoint Global – Tysons Corner, VA

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Explained security measures in simple terminology to help users understand malware and phishing threats.
- Provided documentation on troubleshooting of technical processes to support desk staff.
- Promoted efficiency among departments with prompt resolution of system issues.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Offered troubleshooting of connectivity issues across networks such as Wi-Fi and cellular
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

Education

Certified: Technical Support, 01/2020

Google Support Tech - Online

Graduate: Hands On DevOps Training in AWS And Azure Cloud, 11/2015

Devops Coach Inc. - Online

Graduate: Hands On Class in Cloud Infrastructure And Design, 05/2015

Cauchy-Tech - Baltimore, MD

Bachelor of Science: Economics, 08/2010

Anambra State University - Anambra