

JESSICA CLAIRE

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SUMMARY

I am a motivated IT professional with hands on experience in DevOps, systems administration, and systems configuration. To dive in a bit deeper, I have experience in developing and refining the CI/CD pipeline. Also installing, configuring, networking, and maintaining Linux operating systems, such as RedHat, and Ubuntu. I am an enthusiastic team player, always looking for innovative and efficient engineering solutions. I'm an energetic self-starter capable of learning quickly with minimal guidance. I am seeking to progress my career in reputable company with my Information Technology skills, where I will use my skills and experience in Linux and DevOps to contribute to the active growth and productivity of the company.

SKILLS

- Cloud platforms: AWS, Azure
- Framework/DevOps tools: JIRA, SonarQube, Nexus, Jenkins, Slack, AzureDevOps
- Build Tools: Ant, Maven, MS Build
- SCMs: SVN, Git, GitHub, Bitbucket, GitLab, Azure Repos
- IAC Tools: Puppet, Ansible, Terraform
- Containers/Orchestration: Docker, Kubernetes
- Application/Web Servers: Tomcat, WebLogic 9.x/10.x/12c, Apache 2.x/1.3.x, JBoss 7.1
- IT solution building
- Operating Systems: HP-UX, Solaris 10, Ubuntu 16.0.4, Red Hat Linux, Windows
- Databases: Oracle, SQL Server, MySQL, PostgreSQL
- Programming Languages: Java
- Scripting & Other Tools: Groovy, UNIX Shell Scripts (Ksh, Bash), Git Bash, Putty, iTerm
- Direct server support
- Task prioritization
- Testing and deployment
- Design and development
- Testing and debugging
- Installation
- Configuration
- Knowledge of and experience with personal computers, network devices, terminal server
- Configuration management
- JIRA
- Application development
- System Administration
- Tools customization
- Active Directory
- Solarwind
- Service Now

EXPERIENCE

DevOps Engineer, 02/2018 - 10/2020

Two95 International Inc. – Franklin, TN

- Working with DevSecOps team to develop and refine CI/CD pipeline from tickets to deliverables
- Collaborated with development team members to create and integrate high availability solutions for mission-critical applications.
- Created and implemented tracking software with modules designed for specific client needs.
- Tested and troubleshooted application and documented issue resolutions for development team.
- Partner with Solution Engineering and Reliability Engineering team leads to create, implement and apply DevSecOps principles, processes and culture that are consumed by delivery teams across Consulting.
- 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.
- Set up Git repositories and SSH Keys in GitHub for Agile teams.
- Integrated GitHub web hooks into Jenkins to automate the code check-out
- Assist application teams with on-boarding to the adopted security tools/technologies; working with vendors to troubleshoot the platform and issues related to such integrations. 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.
- Setup Kubernetes clusters using Amazon EKS.
- Optimized project development and roll-out through in-depth technical research and analysis of risk-reward scenarios.
- Grasped user needs and drove development to working prototype stages.
- Motivated software engineer passionate about architecting, defining issues, and building at scale in cloud environments.
- Developed strong communication, active listening and interpersonal skills, which were used when collaborating with product development team and other stakeholders.

AZURE CLOUD ENGINEER, 11/2015 - 01/2018

Alvarez & Marsal – Dallas, TX

- Setup repos on Azure Git, merging code from develop branch to master branch and make it ready for deployment.
- Migrated legacy applications to Microsoft Azure Cloud PaaS by setting up CI/CD on AzureDevOps pipeline
- Created WebApps (PaaS solutions) on Azure portal for deploying web applications using AzureDevOps pipelines
- Created nightly builds with integration to code quality tools such as SonarQube, Veracode.
- Helped teams to reduce defects rate by 30% by introducing TDD in first 3 months.
- Created quality gates in SonarQube dashboard and enforced in the pipelines to fail the builds when conditions were not met.
- Designed and delivered mission-critical infrastructure to maintain consistent availability and performance.
- Led cross-functional teams in systems integration projects.
- Defined technical integration strategy and developed integration plans.
- Improved operations by working with team members and customers to find workable solutions.
- Recognized by management for providing exceptional customer service.
- Collaborated with others to discuss new opportunities.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Improved customer satisfaction by finding creative solutions to problems.
- Achieved cost-savings by developing functional solutions to existing problems.
- Set up the SonarLint plug-ins in developer's workstation for detecting defects early during development.
- Built and deployed Docker containers to break up monolithic app into micro services, improving developer workflow, increasing scalability, and optimizing speed.
- Prepared and presented SCM best practices for implementing continuous integration for the team
- Implemented Release management workflow for QA, UAT and Prod environments.
- Devised and deployed system improvements to boost storage environment reliability and effectiveness.
- Handled troubleshooting tasks for Local Area Networks, Wide Area Networks and voice systems to reduce network connectivity problems.
- Demonstrated self-reliance by meeting and exceeding workflow needs.

Network Engineer, 02/2012 - 12/2015

Transmarket Group – Chicago, IL

- Serve as an escalation point for support as required for specific network or equipment issues
- Installed and maintained voiceover IP and VTC devices, checking customer availability for various networks.
- Maintained production network according to company SLAs to fulfill agreed-upon client specifications.
- Assisted various departments in maintaining network security by configuring remote routers and firewalls.
- Responded promptly to information assurance notifications to detect vulnerabilities and protect clients.
- Configured and implemented Cisco ASA firewalls to provide clients with comprehensive security, antivirus protection and virtual network capabilities.
- Identify and resolve outlying network issues
- Identify bugs and report findings to engineering
- Triage service outages by documenting and finding patterns
- Create and solve tickets using Zendesk and Snow
- Clearly communicate with customers and partners via ticketing system and over the phone
- Work with partners/customers to assist in the resolution of equipment or network level outages
- Provided smooth communications by configuring LAN technology, wireless access points and controllers.
- Performed and documented runbook network operations using step-by-step decision trees.
- Configured network equipment for installations, performed lifecycle refreshes and performed post-installation testing for turnkey services.
- Met with stakeholders and presented in-depth information on hardware and software products, delivering expertise to make appropriate purchasing decisions.
- Slashed expenses and increased allocation of available resources by auditing schedule, cost and contract performance.
- Maximized network availability and performance by monitoring, troubleshooting, resolving outages and scheduling upgrades.
- Reviewed system logs to determine usage levels, bandwidth, performance, and system security to target inefficiencies and implement appropriate solutions.
- Eradicated multi-faceted network issues involving hardware, software, power and communications.
- Maintained hardware and software for networks and assisted in installation and upgrade of servers.
- Implemented, tested, validated, and maintained networking services according to solution designs.
- Managed network performance and implemented changes to improve efficiency.
- Implemented Cisco ACI (Application Centric Integration) technology to combine cloud computing and data center management.

EDUCATION AND TRAINING

Associate of Science: Business English, 05/2009

Virginia University (VIU) - Fairfax Virginia

Associate of Science: Information Technology, 03/2013

North Lake College - Irving, TX

DevOps Training

DevOps Coach - Dallas Texas

A+, N+, CCNA, Firewall

NIIT

03/2013

Advance Linux - Dallas Texas