

# Jessica Claire

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<b>SUMMARY</b>	Visionary and forward thinking professional offering extensive background in routine application maintenance tasks. Smart DevOps Engineer in developing and implementing IT solutions and building expertise in fast-paced environments that result in increased performance, ready to add value to any organization in need of great collaboration, interpersonal, and multitasking abilities. Proactive leader with strengths in communication, quick problem-solving and budget management. Hardworking and reliable with strong ability in IT. Highly organized, proactive and punctual with team-oriented mentality. Ready to tackle new challenges in project planning and development capacity.
<b>SKILLS</b>	<ul style="list-style-type: none"><li>System Administration and maintenance, Project documentation, Task prioritization, Strategic project planning, HTML,SQL.</li><li>knowledge on docker, vagrant , bash shell scripting and docker compose.</li><li>Skilled with RedHat servers, Apache proficiency, Articulate communicator in English with strong knowledge of Microsoft Office applications (Word, Excel, PowerPoint,), Adobe Acrobat</li><li>Strong analytical, problem administrative and organizational skills with a high capacity for attention to details.</li><li>Developed strong communication, active listening and interpersonal skills, time management.</li><li>Improved operations with team members to find workable solutions.</li><li>Stakeholder relationship management and PowerPoint presentations.</li></ul>
<b>EXPERIENCE</b>	<b>DEVOPS ENGINEER</b> 02/2019 to CURRENT <b>Xylem Inc.</b> <ul style="list-style-type: none"><li>knowledge on linux, docker, vagrant, clone ssh, webserver, process management, scripting and computer setup.</li><li>Applied best practices at all times and encouraged others to do same, which helped to maintain effective security.</li><li>Researched latest tools and technologies to determine effectiveness in agile environment growth.</li><li>Motivated software engineer passionate about architecting, defining issues, and building at scale in cloud environments.</li><li>Tested and troubleshoot application and documented issue resolutions for development team.</li><li>Collaborated with development team members to create and integrate high availability solutions for mission-critical applications.</li><li>Alleviated network security issues by developing and implementing customized coding, HTML and scripting.</li><li>Demonstrated leadership by making improvements to work processes and helping to train others.</li></ul> <b>CLIENT SERVICES SPECIALIST – QUALITY ASSURANCE</b> 02/2020 to 08/2021 <b>Palmer Donavin   North Jackson, OH</b> <ul style="list-style-type: none"><li>Built sustainable client relationships built on trust by applying excellent communication and interpersonal skills.</li><li>Managed minor issues involving clients and accounts, escalating situations that required additional assistance to service specialist for immediate attention.</li><li>Documented conversations with customers to track requests, problems and solutions.</li><li>Delivered high level of service to clients to both maintain and extend relationships for future business opportunities.</li><li>Greeted incoming customers to provide immediate, friendly and knowledgeable support.</li><li>Tracked down sources of special products and services to meet customers' special needs.</li><li>Delivered high level of service and support to clients by ensuring that issues were responded to promptly.</li><li>Added new client data to system and made changes to old information to keep everything up-to-date.</li><li>Supported clients by handling service requests, answering questions and acting as consistent resource.</li><li>Attended educational trainings and workshops for professional growth.</li></ul> <b>DOCUMENT REVIEWER</b> 05/2020 to 07/2021 <b>Abbott Laboratories   Central Islip, NY</b> <ul style="list-style-type: none"><li>Located missing or mislabeled products, researched paperwork discrepancies and updated computer database.</li><li>Reviewed documents and obtained additional information to complete accurate paperwork and avoid delays.</li><li>Reviewed files, records and other obtained documents to respond to customer requests.</li><li>Provided current and useful information in support of business decision making by gathering process and operational information, organizing points and analyzing trends.</li><li>Verified accuracy and integrity of supplied data against established standards.</li></ul> <b>CASHIER</b> 03/2020 to 11/2020 <b>Dollar General   City, STATE</b> <ul style="list-style-type: none"><li>Operated cash register, collected payments and provided accurate change.</li><li>Completed daily recovery tasks to keep areas clean and neat for maximum productivity.</li><li>Helped customers find specific products, answered questions and offered product advice.</li><li>Worked closely with front-end staff to assist customers.</li><li>Trained new team members in cash register operation, stock procedures and customer services.</li><li>Inventoried stock and placed new orders to keep supplies within optimal levels for expected demands.</li></ul> <b>PRODUCTION MANAGER</b> 05/2017 to 01/2020 <b>Fola-afe Agro Vet Services   City, STATE</b> <ul style="list-style-type: none"><li>Managed materials to meet production goals and specific customer demands.</li><li>Monitored equipment, checked supplies and coordinated manpower to meet expected demand.</li><li>Reviewed individual employee performance to correct issues and enhance productivity.</li><li>Maintained top-notch quality control standards and eliminated downtime to maximize revenue.</li><li>Issued work orders for repairs to plan maintenance of equipment, machinery and vehicles.</li><li>Promoted employee safety awareness based on understanding of regulatory mandates and organizational best practices.</li><li>Reviewed production orders, schedules, delivery dates and inventory levels to determine product availability.</li></ul> <b>EDUCATION AND TRAINING</b> <b>Bachelor of Technology   Animal Production And Health</b> 04/2017 <b>Ladoke Akintola University of Technology, Ogbomoso</b> <ul style="list-style-type: none"><li>[Nigeria Institute Of Animal Science] Member</li><li>Certified as an Animal Scientist</li><li>Completed coursework in [Activated carbon], [Broiler starters] and [Feed Evaluation]</li><li>Minor in [computer science]</li></ul> <b>System Admin And Devops   Software Development And IT Operations (DEVOPS)</b> 02/2018 <b>UTRAINS, Texas City, TX</b> <ul style="list-style-type: none"><li>Completed coursework in [Linux] [Docker], [vagrant] and [webserver]</li><li>Major in [System admin and Devops]</li></ul>