

JESSICA CLAIRE

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SUMMARY

7 years of IT industry experience in DevOps Engineer, Network and Application Server Administrator/Support with expertise in areas of Software Configuration, Automation, Securing System, Version control, Build and Release management and Issue tracking.

SKILLS

Operating Systems: Ubuntu, Red Hat Linux, CentOS, Windows.

Tools: Ansible, ELK, Jenkins, Udeploy, Anthill Pro, Marimba, Sonarqube, Jfrog, Nexus, Jira, GIT, SVN, TFS, Maven, CheckMK, Sonarqube, Docker, Kubernetes, Vault, Mongo DBC, My SQL, TFS Azure.

Application Server: Apache, Tomcat, WebLogic, Nginx. **Languages:** Shell Scripting.

Bug Tracking Tools: JIRA, Service now, Rally, PAC2000 Remedy, ALM(HP Quality Center).

Networking: A10 vThunder, F5 GTM, TCP/IP protocols.

EXPERIENCE

DevOps Engineer, 02/2020 - Current

Zoom – Phoenix, AZ

- Build and manage development and deployment tools using Jenkins, Octopus deploy, SonarQube, Ansible, Docker, Kubernetes, Elastic search and other emerging technologies and systems.
- Maintain inter-connectivity of tools to support the application deployments.
- Analyze users’ needs and then design, test, and develop software to meet those needs.
- Ensure and support 24x7 availability of deployment tools and systems.
- Promote proper and efficient use of tools for the automation of project activities.
- Work with Infrastructure teams as the tools relate to or interact with platforms to support application build and deployments.
- Develop, Design and provide enhancements to the software tools and applications.
- Recommend software upgrades for customers’ existing programs and systems.
- Modify the existing scripts (Powershell, Python, Bash scripts) to support application project activities.
- Partner with AppDev and Infrastructure teams on evaluation and feasibility assessment of new systems and technologies to support applications that are developed using C#/Nodejs, SqlServer, Angular/React technologies.
- Oversee and ensure production readiness of new technologies/systems.
- Design each piece of an application or system and plan how the pieces will work together.
- Research new technologies with common benefits to both AppDev and Infrastructure that promote improved AppDev and Operational efficiency, quality, and stability.
- Ensure that a program continues to function normally through software maintenance and testing.
- Analyze the requirements and Partner with appropriate AppDev and/or Infrastructure teams to test/POC new technologies and applications and support during deployments and validation activities in relation to build deployment activities.
- Create and Maintain documentation on processes in GitHub and procedures for project activities.

DevOps Engineer, 10/2018 - 02/2021

Zoom – Pittsburgh, PA

- Develop and implement build and deployment scripts for applications, works on build management, performance tuning, and improvement automation.
- Designing and implementing the automated process of build and deployments for .Net and Java applications using various tools as per the needs of project which can include Team Foundation Server (TFS), Jenkins,Udeploy and AnthillPro.
- Customized Build/Release definitions to support TFS Azure deployments.
- Created PAC2000 CR for fix /OFF/Standard and Enterprise release activities.
- SOX signoff approvals to be gathered before the CR is gone live in Production and BCP.
- Responsible for CI and CD using Anthil Pro, UrbanCode Deploy, Jenkins integrating with TFS, MS Build, Maven, Git, SVN.
- Maintain code repositories and implement best practices for branching and merging in subversion (SVN) and Team Foundation Server (TFS).
- Coordinates build and deployment activities by gathering requirements development resources. Conducting analysis: preparing a work requests and deployment using knowledge of computer capabilities, Subject matter, Programming language, and logic.
- Hands-on experience configuring workflows, jobs in AnthillPro for performing automated builds and deployments.
- Worked closely with Application and Middleware teams to debug build & deploy issues.
- JIRA/CMticket is used as ticket tracking, change management and Agile/SCRUM tool.
- Perform Deployment of Release to various QA & UAT in Linux and Windows environments.
- Involved in 24*7 on-call support for Jenkins/AnthillPro/uDeploy/TFS Azure tools
- On call for different releases which involves prod fix deployments and create an ECR following the next day to support wells Fargo policies.
- Supports application operation by developers during deployment and validation activities in the relation to build deployment activities.
- Submitted Work requests, Problem tickets, DSG requests to support non-prod changes.
- Ownership of areas requiring improvement and recommend new solutions or processes.
- Facilitated successful Release of Code from Engineering to Production by proactively & reactively working with Executives, Product Management, Development, QA and Operations.
- Assisted end-to-end release process from the planning of release content through to actual release deployment to production.
- Worked closely with Application and Middleware teams to debug build & deploy issues.

DevOps Engineer, 07/2018 - 10/2018

Zoom – Atlanta, GA

- Worked with build tools (Maven, Jenkins) to support deployment activities.
- Deploying artifacts to Nexus/Artifactory repositories.
- Setup CICD pipeline for micro services running in Docker environment.
- Administer and maintain Atlassian tools like Jira and Confluence.
- Create configuration pipeline using GIT, Jenkins, vault to maintain application configuration independent of application releases.
- Create and maintain Jira workflows for various teams in the organization.
- Used Marimba as a configuration management tool to deploy the application to POS (Point of sale) registers.
- Auto packaging of application to the end registers.
- Setup Jenkins and automate the deployment to run inside the docker containers and followed by marimba auto packaging.
- Interacted extensively with the functional team leads in the estimation cycle, identification of inter-team dependencies, delivery plan validation, impact assessments, issue tracking / resolution and status reporting.
- Supported the station profiler application in making the code changes in middleware web config to point to the new release.
- Supported on call support to deploy the application and opened tickets to resolve the issues occurred during and after the deployment.

DevOps Engineer, 09/2017 - 06/2018

Zoom – Overland Park, KS

- Experience as an Openstack administrator in creating, managing users, roles, groups.
- Use Ansible as configuration management tool, to automate repetitive tasks.
- Setup Elastic search, Logstash, Kibana for log monitoring, designed filters for ELK.
- Installing Red Hat Enterprise Linux 5.x/6.x, CentOS and installing packages, patches for Red Hat Linux servers, Administration of RHEL which includes installation, testing, tuning, upgrading, troubleshooting server issues.
- Setup CICD (Jenkins) pipeline for micro services running in on prem and Docker environment.
- Deploying artifacts to Nexus/Artifactory repositories.
- Automated CICD pipeline using Jenkins across different applications and ensured the deployment stable across all the environments (DEV, TST, FUT, PRD).
- Troubleshoot Production Application and Network related issues.
- Configure and maintain CheckMK application monitoring tool for monitoring applications, virtual servers and hardware.
- Experience with container-based deployments using Docker, working with Docker images, Docker Hub and Docker-registries.
- Documented the process of building all tools for Application usage
- Provide on call support for the Production applications and 24/7 on call support.

APPS SYSTEM ENGINEER, 05/2016 - 09/2017

Kas Software Solutions Llc – Pompano Beach, FL

- Identifies requirements by establishing personal rapport with potential and actual clients and with other persons in a position to understand service requirements with a thorough technical knowledge.
- Maintain code repositories and implement best practices for branching and merging in subversion (SVN) and Team Foundation Server (TFS).
- Coordinates build and deployment activities by gathering requirements development resources conducting analysis ; preparing work requests and deployments using knowledge of computer capabilities,subject matter, programming language and logic.
- Defining ,communicating and enforcing configuration management policies and procedures to development teams.
- Support application operations by helping developers during deployment and validation activities in relation to build deployment activities.
- Assist in maintaining build solutions and process manuals using various software solutions; Visual Studio 2010 , Team Foundation Server,JIRA, Confluence and various scripting languages.

Programmer Analyst, 11/2015 - 04/2016

Kas Software Solutions Llc – Pompano Beach, FL

- DevOps Engineer for a team that involved different development teams and multiple simultaneous software releases.
- Developed and implemented Software Release Management strategies for various applications according to the agile process. Participated in weekly release meetings with Technology stakeholders to identify and mitigate potential risks associated with the releases. Worked with DBAs on installation of RDBMS database, restoration and log generation.
- Imported and managed multiple corporate applications into Tortoise SVN.
- Provided end-users training for all Tortoise SVN, JIRA users to effectively use the tool.
- Designed a new release process around ITIL methodology that met the needs of the business and created Key Performance Indicators and metrics to drive continuous service improvement.
- Developed scripts using PERL, BASH and BATCH files for Automation of Activities and builds.
- Managed and monitored the server and network infrastructure using Nagios.
- Managed Maven project dependencies by creating parent-child relationships between Projects.
- Jenkins is used as a continuous integration tool for automation of daily process.
- Used SQL queries to check the data integrity on an Oracle database.
- Played a key role in tracking the change requests created by the developers.
- Documented the entire build and release engineering process and provided on call support. Designed and implemented for fully automated Server build management, monitoring and deployment using DevOps Technologies like Ansible
- Facilitated successful Release of Code from Engineering to Production by proactively & reactively working with Executives, Product Management, Development, QA and Operations

Programmer Analyst, 04/2014 - 10/2015

Wells Fargo – City, STATE

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EDUCATION AND TRAINING

Information Technology, 2014

University Of Central Missouri - Warrensburg, MO

4.0 GPA

Bachelor of Science: Information Technology, 2012

Jawaharial Nehru Technological University

4.0 GPA