

# Jessica Claire

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## SUMMARY

- Knowledgeable Software Developer offering 20 years leading cross-functional teams and completing projects on-time. Seamlessly manages workloads and meets challenging deadlines and quality benchmarks. Strong understanding of common web technologies, languages and frameworks.
- Knowledgeable Tutor with in-depth knowledge of C++, JavaScript, Core Java, J2ee,. Skillful in developing, optimizing and reworking systems to meet specific customer requirements. Expertise in writing codes in various languages, developing flowcharts and layouts and integrating software components.
- Unconventional Programmer Analyst valued for driving consistency and quality throughout all phases of software development projects. Committed to producing high-quality, user-friendly, scalable and bug-free software. Skilled with data structures, object-oriented concepts and design patterns.
- Software Developer skilled at application development, testing and optimization. Excels at coordinating ground-up planning, programming and implementation for core modules. Maintains strong object-oriented and software architecture fundamentals.

## SKILLS

- Agile development methodologies
- Interface design and implementation
- Advanced Knowledge of embedded systems
- Customer-oriented
- JavaScript expert
- Requirements analysis and design phases
- Certified Application Developer
- Project management
- Application development
- Analytical
- Agile
- SQL expert
- ASP Dot Net
- Java
- J2ee
- Java Script,
- C, C++, C#
- Proficient in HTML
- Visual Studio 9
- Visual Studio 7

## EXPERIENCE

### SOFTWARE DEVELOPER

01/2013 to 12/2015

#### Sangoma Technologies Corporation | Huntsville, AL

- Conducted full life-cycle software development in multiple software environments.
- Logged and implemented development tasks based on system requirements and documented approaches.
- Developed production, test and beta websites using various software programs.
- Collaborated with product and engineering team members to define and develop new product concepts.
- Recommended and executed plans to improve development tools and processes.
- Implemented and tested enhancement feature requests to improve product functionality and extend performance.
- Coordinated with engineering teams to assess and optimize hardware and software interfaces.
- Contributed back-end development experience and collaborated on multiple APIs crucial to functionality.
- Collected and defined customer requirements to produce product scopes.
- Instrumented and modified unit and integration tests to improve software quality and reliability.
- Drafted whitepapers, user manuals, implementation documentation and support base entries to reduce customer tickets and customer service expenses and enable support team to solve customer queries effectively.
- Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes.
- Created technical workflows in wiki to support education and training of newly hired employees.
- Collaborated with agile development team to test, develop and maintain web and desktop-based software applications.
- Developed scripts for index and table analysis actions.

### PROGRAMMER ANALYST TRAINEE

06/2013 to 10/2014

#### Stevens Industries, Inc. | Akron, OH

- Performed tests and carefully reviewed work to verify quality.
- Uncovered system issues by troubleshooting hardware and testing code at project intervals.
- Configured devices and components according to project specifications and performed routine maintenance.
- Developed logic flowcharts and diagrams to use in program coding workflow planning.
- Resolved customer issues by establishing workarounds and solutions to debug and create defect fixes.
- Engineered and maintained intuitive application suitable for end users.
- Designed and implemented solutions by examining customer needs.
- Coordinated installation of software systems and collaborated with user experience team on design and implementation of new features.
- Leveraged multiple programming languages to develop applications for various platforms.
- Logged and implemented development tasks based on system requirements and documented approaches.
- Designed software configuration to meet multiple website system hosting requirements.
- Drafted whitepapers, user manuals, implementation documentation and support base entries to reduce customer tickets and customer service expenses and enable support team to solve customer queries effectively.
- Troubleshoot malfunctions with systems and programs to pinpoint root cause of issues and restore.
- Documented all programs, including details regarding development, revisions and alterations.
- Assessed program risks by reviewing plans and analyzing available data.
- Met with and collaborated with clients in discussion sessions so that all parties were aware of project specifications pertaining to applications, databases and systems.
- Performed functional, non-functional, regression and performance tests for updated systems.
- Mentored newly hired employees, prepared for project tasks, and trained on unfamiliar systems.
- Recommended and executed plans to improve development tools and processes.
- Implemented and tested enhancement feature requests to improve product functionality and extend performance.
- Developed production, test and beta websites using various software programs.
- Participated in team-oriented environments, working cohesively and successfully on multiple projects.

### PROGRAMMER

10/2011 to 02/2013

#### Akron Public Schools | City, STATE

- Prepared detailed analyses, plans, diagrams and verification procedures for existing and proposed computer applications.
- Identified areas of applications for regression testing following software updates, system changes or functionality changes to avoid unnecessary downtime and recoding.
- Conducted technical reviews and trade-off studies to identify purpose, audience and scope.
- Refactored legacy code to drive system architecture improvement.
- Coordinated with project managers across multiple initiatives to align development timelines, plan testing and work with client representatives.
- Executed scripts to communicate with back-end servers and provide real-time updates.
- Led working groups to develop mitigation strategies and prepare standard operating procedures.
- Implemented unit and integration testing protocols to consistently deliver high quality, functional features with minimal defects.
- Delivered software solutions consistent with product roadmap, release plan milestones and key performance indicators.
- Created proof-of-concept prototype applications for demonstration and evaluation purposes.
- Coded user-customizable applications to convert raw data from design engine to graphical formats.
- Collected information by meeting with database architects and administrators to determine client system limitations for capacity and load for data processing projects.
- Trained system operators, data entry and user personnel to support operations.
- Collaborated with business analysts to understand project requirements, customer expectations and timelines.
- Implemented system security and data assurance software.
- Leveraged Agile methodologies to move development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.

### TUTOR

05/2008 to 08/2010

#### CSC Center | City, State

- Helped students with software programming knowledge such as C, C++, Java, J2ee as well as general abilities in learning, studying and retaining information.
- Tutored the students to code programming languages C, C++, Java, J2ee scripts.
- Helped Students to troubleshoot, debug the errors in programming language.
- Developed their knowledge to improve the code by themselves.
- Tutored them in detail of each programming Language.
- Tutored them the basic programming knowledge to create their own programming codes for their school project and 100% got successful
- Developed training materials, such as handouts, study materials and quizzes.
- Identified and removed obstacles keeping students from learning, helping to effectively complete homework tasks on time.
- Conducted quarterly assessments to determine progress and establish updated learning goals.
- Stayed informed about new resources and learning strategies as well as detailed information about tutoring subjects.

## EDUCATION AND TRAINING

### Master of Science | Computer Software Application

04/2014

#### Anna Adarsh College For Women, Chennai

### Bachelor of Arts | Accounting And Computer Science

04/2011

#### Anna Adarsh College For Women, Chennai, India

### GEO

03/2008

#### Vijantha Model Higher Secondary School, Chennai, India

### High School Diploma

04/2006

#### Velammal Matric High School, Chennai, India

### Entry Level Programmer | Computer Programming, Specific Applications

04/2006

#### Apollo Career Center, Chennai, India