Jessica Claire

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Professional Summary

DevOps Engineer with over 6 years of IT experience. I am happy to help connect various teams to achieve our goals in continually improving our products, ensuring its high performance, resilience, and security. Hands-on experience in designing, implementing, and managing complex cloud infrastructure and au- tomation frameworks. Skilled in programming, scripting, and IaC tools such as Terraform and CloudForma- tion, with deep understanding of containerization and monitoring tools. Proven track record of improving software delivery speed, reliability, and quality through collaboration with cross-functional teams. Strong problem-solving and communication skills with a passion for continuous learning and innovation.

Skills

- Technical skills:
- OS:
- Linux: Debian, Red Hat, SUSE, Ubuntu families. MacOS. Windows.
- Scripting / Programming: Advanced:
- Bash, Python, HCL. Intermediate: Ruby, Go, JavaScript, Java.
- VCS: Git, Github, Bitbucket, AWS CodeCommit.
- AWS (Solutions Architect Certified): Athena, Glue, EventBridge, SQS, SNS, EC2, Auto-Scaling, Elas-
- TicBeanstalk, Lambda, ECR, ECS, Fargate, EKS, Aurora, Redshift, RDS with MySQL and PostgreSQL,
- DynamoDB, ElastiCache with Redis, API Gateway, CloudWatch, CloudTrail, VPC, CloudFront,
- Route53, ACM, Global Accelerator, Transit Gateway, IAM, Secrets Manager, S3, EBS, EFS.
- Azure: Blob Storage, Virtual Machines, Container Instances, Virtual Networks, AKS, SQL Databases.
- IaC: Terraform (HashiCorp Certified), CloudFormation.
- Configuration management: Ansible.
- CICD: Jenkins, Github Actions, Bamboo, ArgoCD.
- Containerization: Docker, Kubernetes (AWS EKS, Azure AKS), AWS ECR, JFrog, AWS ECS.
- Monitoring / Alerting: DataDog, Prometheus, Grafana, New Relic, SumoLogic, Rapid7 (InsightOps, Lo-
- GEntries), PagerDuty, OpsGenie.

Work History

DevOps Engineer, 03/2020 to Current
Bio-Techne – Cleveland, OH

- FourKites is provider of supply chain visibility solutions for shippers, brokers, and third-party logistics companies
- By collecting real-time data from GPS devices on trucks, trains, aircraft, and ships, our platform provides end-to-end visibility into the location and status of shipments, enabling customers to optimize their operations, improve delivery times, and enhance customer service, allowing businesses achieve greater efficiency, transparency, and control across their supply chain
- My role involves facilitating deployment through Jenkins by automating and streamlining the process, allowing development teams to efficiently deploy changes to production
- I accomplish this by setting up and configuring Jenkins pipelines, implementing best practices for continuous integration and delivery, and troubleshooting any issues that may arise
- Furthermore, I work closely with development teams to ensure that our deployment pipelines are seamlessly integrated with our infrastructure, while also meeting our performance and availability objectives
- I also manage and configure, and assist deployment to EKS clusters utilizing Helm and ArgoCD
- This includes deploying and managing containerized applications on Kubernetes clusters, optimizing the process with Infrastructure-as-Code tools, and automating deployments through Helm and ArgoCD
- I also ensure the high availability and performance of our systems by implementing monitoring and alerting using tools like New Relic and Rapid7
- I collaborate closely with development teams to ensure that any changes are smoothly integrated with our production environment
- Building and maintaining AWS and Azure cloud infrastructures using Infrastructure-as-Code tools like Terraform, Ansible
- Developing and automating deployment pipelines using tools like Jenkins and GitHub Actions
- Implementing monitoring and alerting systems using tools like Prometheus, Grafana, New Relic to ensure high availability and performance of our systems and applications
- Troubleshooting and resolving incidents and issues that arise in production, working closely with development teams to identify and address root causes
- Designing and implementing disaster recovery plans to minimize system downtime in the event of an outage or disaster
- Collaborating with development teams to design and deploy scalable and resilient systems and applications, integrating DevOps principles into the development lifecycle
- Continuously improving our systems and processes through automation, monitoring, and testing, promoting a culture of reliability and efficiency across the organization
- Participating in on-call rotations to provide 24/7 support for our systems and applications
- Sharing knowledge and expertise with colleagues through documentation, training, and mentoring to promote continuous improvement and upskilling across the organization.

DevOps Engineer, 09/2018 to 03/2020
Bio-Techne – Dallas, TX

- Involved in developing and implementing strategies to improve the reliability, scalability, and performance of the customers systems and applications
- Worked closely with cross-functional teams to ensure that the customers cloud infrastructures are secure and highly available
- Built and managed (using IaC tools such as Terraform, CloudFormation) cloud infrastructures for customers CMS (Content Management System) such as Adobe Experience Manager (AEM – Content
- Management Tool, where our clients web applications, websites are built on)
- Helped customers to automate their deployment process
- Consulted clients on our best practices for systems and cloud platforms
- Day-to-day tasks included automating deployment and monitoring processes, troubleshooting system and network issues, developing tools to streamline and optimize workflows
- Additionally, responsible for designing and implementing disaster recovery plans to minimize system downtime in the event of an outage or disaster
- Collaborating with development teams to ensure products and services are designed with scalability and reliability
- Sharing knowledge with colleagues to promote continuous improvement
- Led the provisioning and management of AWS infrastructures for multiple pre-production and production environments using Terraform
- Contributed to customer migration to AWS projects, providing expertise in infrastructure setup and management
- Leveraged Ansible for centralized configuration management, ensuring consistency and scalability across environments
- Provisioned and managed customers' EKS clusters using Terraform, enabling them to deploy and scale containerized applications
- Implemented Kubernetes External Secrets using AWS Secrets Manager, enabling secure management of sensitive data
- Built CI/CD pipelines using Jenkins, automating deployment processes and reducing manual intervention
- Developed serverless functions using AWS Lambda to automate complex scripts and reduce toil
- Configured AWS CloudFront CDN distributions for customers, improving latency and enhancing the performance of static content
- Set up and configured DataDog and NewRelic monitoring across diverse servers and services, providing real-time insights into system health
- Participated in rotational on-call system maintenance and support outside of normal duty hours, providing timely and effective support to maintain system availability and reliability.

Linux Systems Engineer, 07/2016 to 08/2018
Apex Systems – Fairfield, IA

- My primary responsibility was to design, deploy, and maintain Linux-based systems and infrastructure to ensure the reliability and security of systems, applications, and network infrastructure
- I worked collaboratively with cross-functional teams to ensure that the Linux infrastructure was functioning optimally
- My day-to-day tasks involved setting up and configuring Linux servers, performing system updates and patches, troubleshooting system and network issues, and developing automation tools to optimize and streamline processes
- I was also responsible for monitoring system performance, identifying and addressing issues proactively, and ensuring performance and uptime
- In addition, I collaborated with developers to integrate applications and services seamlessly with the Linux infrastructure
- To stay up-to-date with industry trends and best practices in Linux system administration, I continuously learned and shared my knowledge with my colleagues
- Led the operation and constant development of the internal network, ensuring high availability and reliability of critical systems
- Administered Linux clusters ranging from tens to hundreds of servers, providing maintenance, configuration, and support as required
- Kept systems properly configured, updated, healthy, and scaled to meet the needs of the business, proactively identifying and addressing issues before they impacted users
- Deployed and maintained production Linux operating systems in accordance with established IT policies and guidelines, ensuring adherence to security and compliance standards
- Coordinated and performed installations and upgrades to layered software packages, maintaining compatibility and stability of critical applications
- Continually monitored and tuned systems to achieve optimal performance levels, using system and software performance metrics to capture trends and identify areas for improvement
- Performed system backup and restore tasks, ensuring data integrity and availability in the event of system failure
- Resolved operating system issues, applying technical expertise and problem-solving skills to minimize downtime and restore service as quickly as possible
- Maintained a suite of standard operating procedures to support production operations, ensuring consistency and repeatability of critical processes
- Analyzed system and software performance metrics, providing insights and recommendations to improve system performance and availability
- Proactively collaborated in an interdisciplinary team environment, working closely with developers, network engineers, and other stakeholders to ensure seamless system integration and operation
- Prioritized and executed tasks in a constantly changing environment, managing competing priorities and deadlines with a focus on delivering high-quality results
- Participated in rotational on-call system maintenance and support outside of normal duty hours, providing timely and effective support to maintain system availability and reliability.

Education

AWS Certified Solutions Architect Associate. HashiCorp Certified Terraform Associate.

Bachelor's Degree: Telecommunications Engineering, 2014
University of Power Engineering and Telecommunications - Almaty