

Jessica Claire

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Summary

Seasoned Linux/Cloud/Support Engineer with many years of experience managing virtually all aspects of distinct OS environment. Background generating custom code, patching and configuring unique Linux platforms and Project Support both Linux and Cloud.

- Excellent support to Multiple teams - Experience supporting multiple teams on several projects DevOps/Jira/QA/Appdynamics
- Install, patch, upgrade and configure various Linux servers/flavors
- Experienced in Shell Scripting {bash} to automate system administrative jobs.
- Experienced with provisioning with Ansible
- AWS
- Good knowledge of SLD and CI/CD DevOps Pipelines
- Hands on with Docker, GitHub
- Building of web servers using LAMP stack Good Virtualization concept | VmWare | Hypervisors | VDI
- Good knowledge of networking | DNS | DHCP | IP | TCP/UDP protocols | Netstat
- Experienced with Linux/Window servers | LinuxBatch | Windows DBO1&2

Excellent technical analysis | Attention to detail | Critical Thinking | Teamwork | Emotional Intelligence | Flexible and Adaptable.
RedHat Certification in Progress

Skills

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| Linux | • Virtualization VmWare |
| • DevOps tool Ansible/Git/docker | • Remote access Team Viewer Visual Studio Code Vagrant |
| • Continuous Monitoring - Nagios / mREMOTENG | • Networking Routing and Switching DHCP DNS IPV4 and IPV6 TCP/UDP |
| • Excellent Support to Dev/Prod, and Appdynamics- Testing and application of codes | • Hardware and software configurations |
| • Execution of simple and complex quarries | • Open to new challenges and Ability to quickly grasp new technical concept in a rapid pace environment. |
| • Use of Service Now (SNOW) Ticketing System | |

Experience

Linux/Cloud Engineer, 03/2021 to Current

Alleare Consulting – Dallas, TX

- Scripting - Automation of various tasks using Bash shell scripts
- Installing, configuring and maintaining the Linux-based servers
- Working knowledge of Vulnerability Management and Remediation
- File ,user ,access and user account management(mounting/file transfer)
- Knowledge of Vulnerability Management and use of logs to triage and Escalate issues
- Troubleshoot/Inventory of Linux machine- Cpu | memory | kernel | Hard drive |
- Created dynamic web apps using LAMP Stack -PHP and MySQL to suit individual client needs.
- Install and Configure Apache web servers, Tomcat to meet customer's specific requirements
- Experience with the use and navigation of Sharepoint to fix issues and carry specific tasks
- Monitoring tool- Nagios Use of Version Control tools - GIT | GitHub | Docker Containerization.
- Jenkins: Used it as an Automation too to reliably and Continuously build, test and deploy in CI/CD pipeline | JAVA language.
- Docker- Built multiple docker images and containers for clients
- Good knowledge of SDLC lifecycle (DEV-Release) Proficiency | Waterfall | Agile Methodology.
- AWS : Worked on AWS VPCs, AMI and IAM roles
- Daily (Triage) Support to Dev/Prod/L3 Teams | Ticketing System | Alerts System | Minimize Downtime |
- Linux system management - Red hat, Centos
- Daily usage of Network protocols to UDP/TCP in implementation of tasks.
- Network configuration- DNS/SUBNET/GATEWAY
- Excellent Team work and highly dedicated towards Target goals.

App Dev/L2 Support Engineer II, 03/2019 to 02/2021

Integration Innovation, Inc. – Huntsville, AL

- Production Job Monitoring - Ensuring all scheduled jobs run on time to completion
- Bulk File printing and Image extraction and use of XML
- worked with Multiple IT teams on developing EMR prototype as automation engineer
- Troubleshoot both Linux and Windows jobs with LinuxBatch and DB1 and DB2 servers.
- System Monitoring - Windows and Linux environments
- Execution of SQL Queries From different Teams
- Facilitate System Outages and Minimize downtime/Impact
- Dismissed lots of Violation Tickets both Open and Paidpart
- Played crucial part in Bridging and conflict resolution
- Create/Manage/Resolve Escalation in Ticketing System
- Managed and monitored jobs using VDI | PCI
- Service Now-Ticketing (SNOW) and Escalations

Junior Linux Administrator, 01/2017 to 05/2019

CMD International – City, STATE

- User management
- Troubleshoot Linux servers and Escalation
- Resolved network issues through troubleshooting methods to promote smooth system operations.
- Installed and configured hardware, applications, firewalls, storage devices.
- Check Inventories for servers to be decommissioned
- Checking website failure alerts and escalation to AppDynamics
- Running quarries on Sql servers

Education and Training

Bachelor of Science: Computer Science, 02/2020

Delaware Technical Community College - Dover, DE

Bachelor of Science: Health, 05/2017

Tbilisi State University - Georgia