
JESSICA CLAIRE

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SUMMARY

- Experience as production support engineer, developer across multiple projects & systems distributed globally and spanning across multiple technologies like Java, J2EE, Unix , PL/SQL, SQL, Rest Services, HTML, CSS etc.
- Demonstrated ability in resolving software product support issues by applying thorough technical product knowledge, experience and troubleshooting techniques.
- Experience and ability to handle critical customer production issues and hot-line support issues independently.
- In-depth technical and functional knowledge of CRM based applications.
- knowledge & working experience in SQL Queries, PL/SQL Oracle and MongoDB database.
- Experience in automations using Unix shell scripting.
- Experience Building CI/CD pipelines by integrating Git, Jenkins, Ansible.
- Knowledge of monitoring tools like Splunk, Nagios and ExtraHop.
- Familiar with Docker for application containerization and Kubernetes for orchestration.
- Infrastructure knowledge of Networks, TCP/IP, UDP concepts, load balancers, Firewalls and WAF.
- Knowledge of working on Web servers like Nginx and Apache.
- Excellent Knowledge of Service Now Incident Management Platform.
- Expert understanding of ITIL based Service Support process (Change management, problem management, event management and incident management).
- Excellent team player with an ability to perform individually, good interpersonal and analytical skills.

PROFESSIONAL EXPERIENCE

Senior Productions and Operations Engineer, 10/2013 - Current

Tata Consultancy Services – City, STATE

I have worked on enhancement and support of CRM platform including sales and service modules used by 60,000+ employees and millions of external customers.

- Troubleshoot critical, high priority technical issues on a daily basis, isolating and diagnosing the problem, and resolving them.
- Analyze Java source code to identify the coding issue, test the fix in lower environment and communicate with development team for resolution.
- Analyze SQL queries, PL/SQL procedures to identify bottleneck queries and fine tune them to improve application performance.
- Automated application and information security and compliance activities using Ansible and custom scripts. Was able to reduce manual efforts by 50%.
- Setup and monitor product quality and performance using Splunk, Extrahop and AppDynamics. Was able to proactively identify and assist in fixing 25+ application bug.
- Work across multiple teams to co-ordinate and lead incident response and problem management, ensuring that incidents are resolved quickly, and root cause analysis is rock-solid and timely to ensure that problems do not recur.
- Devise solutions, processes and documented SOPs to eliminate outages in conducting operational tasks.
- Drive mission critical initiatives, cross functional, high priority (P0/P1) business problems to resolution.
- Apply adequate security controls to secure production system, compliance with PCI, PII and GDPR regulations.
- Review, planning and co-ordination of database and application upgrades and migrations.
- Evaluated current processes and developed new procedures improving production work flow to increase efficiency and quality .
- Present system health & trending issues report to business and senior management, multiple feedbacks were incorporated, and our inputs were highly appreciated.

Hadoop/ETL Developer, 03/2012 - 06/2013

Tata Consultancy Services – City, STATE

Worked with team of 8 members in developing and maintaining application based on Hadoop, Hive, HBase and Pentaho ETL tool.

- Worked on creating Pentaho jobs and transformations to process the large input data file and store the data in Hadoop HBase.
- Configuring Pentaho jobs with java source code, HBase and Hive environment.
- Installation and maintenance of Hadoop cluster in various environment.
- Application configuration and deployment on various test environments.
- Analyzing the High level design documents provided.
- Development and unit testing of the requirements.

SKILLS

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| • Oracle DB, Mongo DB, PL/SQL | • Linux, Unix Shell Scripting, Autosys |
| • Performance, Scalability & Optimization | • Jenkins, Git, Ansible, Nginx, Apache Tomcat |
| • Networking, TCP/IP, Load balancing, CDN, WAF | • DevOps, Release Management |
| • Monitoring tools - Splunk, Extrahop, Nagios | • Docker, Kubernetes |
| • Java/J2EE, JavaScript | • Service Now, Customer Support |

EDUCATION AND TRAINING

Bachelor of Engineering: Electronics And Communications, 06/2011

Rajiv Gandhi Proudhyogiki Vishwavidyalaya - Bhopal,Madhya Pradesh, India

CERTIFICATIONS

- Oracle Certified Professional, Java EE 5 Web Component Developer (OCP)
- Oracle Certified Professional, Java SE 6 Programmer