ABBY SCHMIDT

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WORK EXPERIENCE

PLATFORM DEVOPS SUPPORT SPECIALIST / ENGINEER   08/2016 - PRESENT

Philadelphia, PA

- Automate infrastructure and application deployment for Rackspace customers on AWS and Rackspace infrastructure
- Architect and Develop full stack solutions, from whiteboard to green SLA's
- Ensure timely resolution of all production issues, meeting or exceeding SLA's
- Provide technical support for the company's customers
- Provide hands on application support for daily operations, including data and process integrity, configuration, user administration, reporting (data pulls) and optimization
- Identification of root cause analysis and resolution of incidents reported by the monitoring systems and end users. Analyze data inaccuracies and work with IT team members and business stakeholders to correct the data
- Collaborate with IT units and business stakeholders to fully understand the business processes and requirements supported by the applications. Work with business stakeholders to determine business process improvements and optimization of the CI and DevOps environment

DEVOPS SUPPORT ENGINEER   07/2011 - 04/2016

Houston, TX

- Maintain documentation and provide knowledge transfer for other system support analysts. Prepare and facilitate training sessions where required. Evaluate gaps in process and operational support documentation and implement plan to address the missing information
- Provide application expertise to assist with identifying business and technical requirements for project activities. Identify and raise risks as they relate to the application or business processes around the application. Identify and communicate support requirements and lead the transition of support activities from project to production
- Demonstrate a strong understanding of retail applications and business processes related to Point of Sale and Payment Channels
- Act as incident and problem coordinator where required. Facilitate regular meetings and working sessions with IT team members and different business units to address on-going issues that require further understanding or analysis
- Participate in an on-call rotation to provide after hours support for our key business applications
- Experience in a large software Release, QA, Continuous Integration, or DevOps environment
- Working knowledge of GIT, JIRA, Ansible, Bamboo, MySQL, MariaDB is desired

DEVOPS & SUPPORT ENGINEER   09/2007 - 01/2011

Philadelphia, PA

- Implement best practices for CI/CD across the organization and provide feedback into their development and improvement
- Creates service request tickets and change tickets to specify the build of the IaaS across all configuration management environments
- Contributes to the development of new engineering patterns with the DevOps architect, application development teams and systems engineering
- Helps transform internal teams through build and deployment automation
- Works as a member of the technical team to develop a world class Continuous Delivery Practice
- Works with development team, team leadership and architects; maintains and deploys internal build and releases
- Helps develop automation to quickly and rapidly deploy instances from hardened images
- Supports application deployments, building new systems and upgrading and patching existing ones

EDUCATION

WASHINGTON ADVENTIST UNIVERSITY   2001 - 2006

Engineer's Degree in Computer Science

PROFESSIONAL SKILLS

- Strong skills in multi-tasking day-to-day activities and effectively identifying issues in a variety of hardware and
- Proven experience in a demanding service oriented, computing environment
- A person who would like to use his/her skills to work with fast growing omni-channel e-commerce platform
- Ninja level Windows skills
- Managing and maintaining digital solutions continue to operate and deliver customer expectations
- Strong knowledge of operating system scripting and commands for Windows including PowerShell
- O Passionate about providing high quality customer experiences and learning new technologies