JESSICA CLAIRE

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Professional Summary

I am Enthusiastic IT professional, eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Critical thinking DevOps Engineer with extensive understanding of high availability architecture and concepts. Purpose-driven professional with capacity to be strong team player plus work effectively independently. I am focused on continuous improvement, i enjoy learning new skills /technology. I am dedicated to progress my career in IT where i will use hands on experience gained in intensive training and technical troubleshooting to contribute to the active growth and productivity of the company.

I am authorized to work in the united states for any employer.

Skills

- Version control system: Git, github
- Continuous integration : Jenkins
- Scripting :Bash shell
- Continuous monitoring : splunk
- Automation/deployment: Ansible
- Platforms : Linux, centos 6&7, Red hat 6&7,ubuntu ,windows server 2008 and windows 2016
- Orchestration: kubernates

- Containerization: docker
- Database :MySQL & PostgreSQL
- Ticketing system: Jira, kanban board
- Web server: Apache
- Customer service
- Storage: LVM
- Virtualization: oracle virtual box

Work History

DevOps Engineer, 05/2018 to Current
Bae Systems – Plymouth, MA

- Monitored automated build and continuous software integration process to drive build/release failure resolution
- Collaborated closely with product development teams and other stakeholders, using effective communication and active listening skills
- Creating new Ansible YAML playbooks for application and roles and bash shell scripts for application deployment
- Working with Development team making modifications of code using Git, vert-ion control system to clone ,add,commit and push codes from local to master branch then to central repositories
- Verify and troubleshoot failed maven builds on Jenkins, verify artifact id, troubleshoot ,document and communicate failed builds to development team
- Participate in daily scrum to improve system performance and automation capacities
- Used kubernates to check application deployment
- Ensure all Jira tickets are completed on time
- Collaborate with Development and Production team to ensure smooth running of pipeline
- Collaborated with cross-functional development team members to analyze potential system solutions based on evolving client requirements

Help Desk Technician, 02/2019 to 03/2020
Chenega Corporation – Middle River, MD

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution
- Responded to support requests from clients and patiently walked them through basic troubleshooting tasks
- Testing and troubleshooting new applications
- Remained up-to-date on latest technologies and solutions applicable to company products in order to provide best support to end-users
- Collaborated with vendors to locate replacement components and resolve advanced problems

Linux System Administrator, 08/2018 to 12/2018
Criterion Systems – Alexandria, VA

- Enhanced availability of infrastructure through enterprise-wide planning, thorough testing, efficient implementation and comprehensive support
- Analyzing and interpreting system application log files
- Maintained flexible schedule and responded to after-hours and weekend emergencies
- Utilized bash shell scripting to assist with assigned tasks
- Configuration and management of network services HTTP
- Resolved vulnerabilities by making improvements to network security assessments, performing upgrades and patching
- User/group administration,file/directory security, authentication and access management (SSH, firewalls)
- Installation and configuration of Linux servers
- Configure system to send log messages to centralized host
- Resolved issues and escalated problems with knowledgeable support and quality service

System Administrator, 09/2016 to 12/2017
Ami Expeditionary Healthcare – Little Rock, AR

- Planned and implemented upgrades for system hardware and software
- Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments
- Provide technical assistance and support for incoming queries related to computer software and hard ware
- Worked with customers to understand needs and follow up to make sure problem is solved
- Troubleshoot system and network configuration issues
- Worked with users to determine areas of technology in need of improved usability
- Resolved issues and escalated problems with knowledgeable support and quality service

Education

Associate of Science: Nursing, 2017
Biaka University Institute of Nursing - Cameroon

High School Diploma: 2012
Government Bilingual High School Etoug-ebe - Cameroon