

# DAVID YUEN

*DevOps Support Engineer*

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Github : <https://github.com/dyuen510> | LinkedIn: <https://www.linkedin.com/in/david-yuen-549bb3b5/>

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## Technical Skills

Javascript, Java, HTML/CSS, React, Angular, Bootstrap, Node.js, Spring, Hibernate, MySQL, PostgreSQL, Firebase, MongoDB, Jenkins, IBM Urbancode Deploy, GitHub (Enterprise & Cloud), Docker, Jira Atlassian, Tricentis qTest Manager, Unix

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## Work Experience

### Cognizant, Health Care Service Corporation - DevOps Support Engineer

Aug '22 - Current

- Collaborated with cross functional teams to resolve production incidents while meeting SLA targets
- Provided on-demand production deployment support, identifying root causes and implementing fixes through analysis of UrbanCode Deploy (UCD) UI and agent logs
- Engineered fixes for Jenkins CI/CD pipeline failures by recreating build issues in debug branches and addressing underlying causes
- Streamlined developer onboarding by enabling seamless local-to-CI/CD pipeline integration through GitHub configuration, SSH key setup and Git troubleshooting
- Administered Jira workflows, boards, dashboards, permissions, troubleshooting issues and using JQL to generate key metrics

### Cognizant, EHSC - Software Engineer

May '22 - Aug '22

- Designed and implemented components of work packages and projects in alignment with client requirements
- Developed and executed test cases in both JSON and NCPDP formats, validating against HTML methods
- Tracked API calls using log monitoring and PostgreSQL queries, analyzing data to generate detailed API response reports

### Remineralize The Earth - Volunteer Web Designer / Developer

Apr '20 - Jan '22

- Audited and optimized WordPress site content, removing duplicates and resizing images and text to improve site performance and consistency
- Troubleshoot and resolved site errors, ensuring continuous site availability and smooth user experience
- Developed and enhanced directory page using HTML, CSS, and JavaScript, integrating dynamic content and responsive design

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## Education

### Google UX Design Professional Certificate - Coursera

2021

### Full stack Web Development Certificate UC Berkeley Ext. Berkeley, CA

2019

### Bachelor's in Business Administration Concentrating in Finance San Francisco State University, San Francisco

2017