

# Eonshik Kim

Daejeon, South Korea

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Results-driven Software Engineer with nearly 3 years of experience in designing, coding, system testing, performance testing, debugging, implementing, documenting, and supporting solution systems. Skilled in enhancing existing systems, problem resolution, and identifying root causes. Proficient in applying design patterns, considering performance factors, and ensuring supportability by others.

## RELEVANT SKILLS

JavaScript

Java

ReactJS

Redux

SQL

Spring Boot

Node.js

Express.js

HTML/CSS

XML

Jenkins

JMS

## PROFESSIONAL EXPERIENCE

### Cognizant / Schneider

Software Engineer / IT Solution developer - Milwaukee, WI

August 2020– May  
2023

- Assisted in resolving production and non-production incidents related to the Order Execution team, specifically for ADF apps such as Oracle Transportation Management and Customer Order Management.
- Assigned incidents to offshore members as a team leader and helped in case they encountered any issues.
- Worked on the development of automated agents and workflows for Oracle Transportation Management.
- Developed SQL queries to assist business users, resolve issues, and automate processes, resulting in reduced ticket counts.
- Utilized tools such as PuTTY, WinSCP, Log Miner, Fasttrack, Dynatrace, and services such as JMS and SOA to identify and address issues.
- Collaborated with the IT Service Management team and OP Asset team to promptly identify and resolve IT incidents and service disruptions.
- Conducted regular incident and problem management meetings to analyze trends, perform root cause analysis, and identify opportunities for improvement, contributing to the reduction of ticket backlog.
- Utilized ITSM tools such as Cherwell and PagerDuty to log, track, and manage incidents.
- Contributed to the creation and maintenance of ITSM documentation, including IT wikis, root cause analysis documents, and work instructions.

## EDUCATION

### University of Wisconsin - Milwaukee / Milwaukee, WI

B.S. Computer Science

GPA: 3.57

- Cum Laude, Commencement Honors, Sophomore Honors
- Dean's list: Spring 2016, Spring 2017, Fall 2017, Spring 2018, Fall 2019

January 2016 - May  
2020

### Technical Academic Projects:

- Developed a heart rate monitoring application capable of real-time data collection and historical data analysis.
- Created a TA scheduling application using the web framework Django in Python.