

# JIBRIL ABDURRASHID

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Senior Engineer with over 16 years of professional experience managing critical Internet applications in the Financial Services sector. Currently, focused on DevOps automation & Cloud infrastructure.

## IT SERVICES

**Amazon Web Service:** Route53, ELB, VPC, EC2, S3, EBS, AWS CLI, IAM, CloudFormation

**DevOps tools:** Jenkins, Ansible, Docker, Git/GitHub, Maven, Serena Business Manager, Borland StarTeam, SVN

**Middleware Services:** Apache 2.x, Oracle WebLogic 12c/11g, Tomcat 7/8, WebSphere 9/8

**Security Services:** IBM WebSphere DataPower Integration Appliance XI50, Barracuda Web Application Firewall, Juniper Secure Access (SA), Netcontinuum Application Security Gateway, SiteMinder 6.0

**Applications:** ServiceNow, Confluence, JIRA, MS Excel, MS PowerPoint, Bash, Python, HP Service Manager, BMC Remedy IT Service Management (ITSM), SharePoint, Magic, SiteScope, NetBackup

## EDUCATION & CERTIFICATIONS

**B.S., COMPUTER INFORMATION SYSTEMS** (BARUCH COLLEGE)

**A.S., COMPUTER SCIENCE** (MEDGER EVERS COLLEGE)

**AMAZON WEB SERVICES CERTIFIED: SYSOPS ADMINISTRATOR & DEVELOPER – ASSOCIATE** (2017)

**ITIL INTERMEDIATE: SERVICE OPERATION** (2015), **SERVICE TRANSITION** (2015), **CONTINUAL SERVICE IMPROVEMENT** (2014), **PRINCE2 PROJECT MANAGEMENT PRACTITIONER** (2006), **SUN CERTIFIED SYSTEM ADMINISTRATOR FOR SOLARIS 8** (2002)

## PROFESSIONAL EXPERIENCE

### TIAA

05/2015 – 10/2016

Senior Engineer

- Utilize ITIL Service Operations, Service Transition, and Continual Service Improvement exposure to lead global vendor managed services second level 24/7 team to ensure that 197 internal & external facing products are available in production and development stages on traditional and cloud infrastructures in an Agile environment.
- Leveraged Maven, Jenkins, Docker and other tools to fully automate deployments to WebLogic, WebSphere, and Tomcat J2EE application servers.
- Key member of improvement projects to upgrade all WebLogic data sources to Oracle Active GridLink configurations to improve High Availability and a cost savings project to migrate applications to Amazon Web Services for scalability and elasticity.
- Collaborate with Release Management on the evaluation and implementation of scheduled enterprise releases to ensure that manual tasks have been vetted, approved, and assigned.

### J.P. Morgan

01/2007 - 05/2015

VP TechOps Lead

11/2013 - 05/2015

- Perform monthly Service Reviews with senior management, which detail customer footprints, Capacity, Risk Control Self Assessment scorecard, Change Management, Incident volumes, and Business Process Index.
- Implemented procedures to identify data quality issues that were significantly impacting our key Business Process Index metric and to influence Service Operations leaders to implement service improvements to ensure our service exceeds the 99.90% expected uptime.
- Represent PaaS in weekly meetings with various external Risk, Vulnerability, Resiliency, and Service Operations teams to analyze service metrics and progress on initiatives.
- Drive the collaboration with Risk team on Risk Control Self Assessments, Audit Action plans, and Vulnerability management to ensure that my team provides accurate substantiation and resolves any potential threats.

VP Engineering Lead 12/2011 - 10/2013

- Managed a small team of Middleware Subject Matter Experts in a DevOps environment to ensure that our JPM Access Portal application is available to approximately 50,000 users across the globe.
- Responsible for Problem Ownership and Root Cause analysis on all Web Middleware infrastructure incidents escalated to my team via HP Service Manager. Collaborate with Vendors, Service Delivery, System Administration, Database Administration, and other infrastructure teams to find resolutions to complex application issues.
- Responsible for reviewing, approving, and resource allocation for all planned Middleware implementations via a BMC Remedy IT Service Management (ITSM) corporate wide change management approval process.

AVP Web Engineer 01/2007 - 11/2011

- Provide Web Middleware Subject Matter Expertise to Application Development Architects to build enterprise applications that are critical to the success of the firm on a global scale. The collaboration includes project implementation, security, capacity planning, performance tuning, vendor engagement, and root cause analysis.
- Utilized proven PRINCE2 Practitioner project management techniques to lead multiple middleware project types that range from new enterprise technologies to quarterly application enhancements.
- Write application specific technical documentation for off shore Follow The Sun Support personnel, which details all web middleware infrastructure components of the product and proven trouble shooting techniques.

## **Credit Suisse**

11/2003 - 11/2006

Technical Specialist 01/2005 - 11/2006

Project Lead, designed, configured, and managed business critical web application infrastructure for Equities, Fixed Income, and Asset Management divisions within Credit Suisse.

- Americas Lead for enterprise wide NT4 Elimination project of 194 stand-alone IIS 4.0 web servers to a shared IIS 6.0 shared web farm, which reduced IT infrastructure management costs by 18%.
- Configured J2EE & .NET applications to utilize Sun One or IIS 6 web servers, WebLogic 8.1 application servers, Cisco GSS & CSS load balancing, and Siteminder identity management.
- Documented web product infrastructure, detailing application components with graphical load balancing configurations, business continuity plan, content management, and proven troubleshooting techniques. This documentation was the primary tool used by second level support to troubleshoot the application.

Technical Analyst II 11/2003 - 12/2004

Mitigated operational risks that were the result of failed internal processes, systems, or components in the global production application infrastructure.

- Responsible for high availability n-tier Internet E-Commerce web applications comprised of iPlanet & IIS web servers, application servers, middleware messaging, and relational databases.
- Identified unexpected exceptions in web and application server logs to determine if the exceptions were the result of application or infrastructure deficiencies.

## **Thomson Reuters**

10/2000 - 10/2003

Systems Operator

Provide Incident Management for web applications, server hardware, operating systems, network components, and data management for business units within Thomson Reuters in order to minimize any downtime for our clients.

- Applied skills achieved from SUN Solaris 8 Certification to provide second level UNIX administration and support to Production, Quality Assurance, and Development environments, which resulted in a 20% decrease in escalated issues to the UNIX administration team.
- Ensured data resiliency through automated system backups configured in VERITAS NetBackup and achieved a successful completion rate of 99%. Engaged off-site document management vendor to schedule storage and data recovery.
- Created a Korn Shell script to consolidate departmental-wide monitoring stations.