Jon Burris

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(812) 584-7816

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Work Experience

General Motors   Austin, TX
EDW Operational Analyst   June 2017 - Present

- Monitor ETL processes for several business verticals.
- Diagnose batch job failures and data discrepancies to ensure GM data is accurate and up to date so business users can use the data for insight in decision making.
- Deployed change requests into the production environment.
- Manage Incident, Change, and Problem Records through ITIL processes.
- Acquired knowledge of Big Data Technology and Platforms: DataStage, Hadoop, Hive, Teradata, Oracle.

IT Operation Analyst

- Proactively monitored and responded to alerts and incidents in the environment, specifically for Corp/Finance/EDW/GPD applications.
- Worked closely with the application operations teams to increase knowledge, training, and documentation to offer consistent and effective response times.
- Daily activities included: Application/System health checks, restarting WebLogic Servers/JVM's/Linux Servers, batch job monitoring, and incident escalation.

University Information Technology Services (UITS)   Bloomington, IN
Consultant   August 2014 – May 2016

- Troubleshooted various technology problems in university computer labs.
- Investigated customer network errors by going on sight, checking IP addresses, and network cables.
- Maintained school property and equipment.
- Assisted customers with various issues; hardware, software, and network.

Education

Indiana University   Bloomington, IN
Bachelor of Science in Informatics, Cognate: Security   August 2012 - May 2016

Involvement

Delta Upsilon Fraternity Indiana Chapter   Bloomington, IN
Technology Chair   December 2013 – May 2015

- Sustained Internet service by checking cables and resetting routers.
- Provided technology support amongst members.

Technical Skills: Python, HTML, SQL, Linux/Unix, DataStage, Hadoop, Hive, Teradata.