Jelissa J. Whatley

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PROFILE

- Exceptional technical support, network administration, server administration and software engineering skills, recognized leader. Able to consistently provide technical and engineering expertise
- Dedicated leader known to initiate training and process improvements to increase efficiency.
- Team oriented with proficient communications, engineering, and analytical skills

CERTIFICATIONS

Certified EXIN **ITILv3**, Certified Cisco Entry Networking Technician (**CCENT**), Certified Cisco Networking Associate (**CCNA**), Certified Cisco Meraki Network Operator (**CMNO**), *Information Technology Certified* **Year Up, Incorporated,** Certified Google IT Support Professional **(GCP),** Certified Digital Crafts *Full Stack Development Engineer* **(FSDE).**

EMPLOYMENT HISTORY

Jackson Spalding, Atlanta, Georgia   *August 2016- Present*
Sr. Operations Engineer

- Recognized software engineering knowledge in Python, HTML, CSS, Git, JavaScript, Node.js, Express, PostgreSQL, React, Redux, and AWS languages
- Recognized for knowledge of technologies such as VMWARE, VSPHERE, AWS, CISCO switch/routers/firewall/access points/VOIP/UNITY, NETAPP, EXCHANGE/OFFICE 365, ACTIVE DIRECTORY, SCCM 2012, MacOS, WINDOWS SERVER 2003/2008/2012/2016
- Ensure trouble ticket resolutions are met according to defined Service Level Agreements
- Developing strategies for the continuous improvement of the network and system operations
- Service Delivery Assurance and functioning as a liaison to 3 branch offices
- Conducting research on emerging products, services, protocols and standards in support of the network technology procurement and development efforts
- Overseeing the development, implementation and administration of virtual and on-premises network environment
- Managed relationships with our IT providers, troubleshooting user, and network issues in all
- Server Support, Repair, and Maintenance including Firewall, Print Server, Database Server, and Video Conference Server
- Troubleshooting, Repair, and Support of servers, network PC and Apple consumer and network products including data retrieval, and recovery
- Develop, plans, deploys, installs, configures, and supports managed network and server services for our global network

iVision Inc., Atlanta, Georgia   *March 2015-July 2016*

Sr. Engineering Service and Support Engineer
- First escalation POC accountable for handling, troubleshooting, and responding to customer remote technical support requests received via phone, email or other channels for the NOC
- Responsible for an engineering support staff of 9 engineers to insure trouble ticket resolutions are met according to defined Service Level Agreements
- Recognized for knowledge of technologies such as VMWARE, VSPHERE, CISCO switch/routers/firewall/access points/VOIP/UNITY, NETAPP, EXCHANGE/OFFICE 365, SKYPE FOR BUSINESS, ACTIVE DIRECTORY, VEEAM, COMVAULT, SCCM 2012, WINDOWS SERVER 2003/2008/2012
- Maintained the health of all managed systems remotely by being proficient in configuration item monitoring systems LOGIC MONITOR, PTRG and NIMSOFT
- Implemented and managed routine systems and networking changes for clients such as NAT translations, unity/call manager changes, update VLANS, DNS, DHCP, ACTIVE DIRECTORY, SCCM 2012. Responsible for working with the following protocols, TCP/IP, OSPF, BGP, HSRP and DNS

Quality Technology Services (QTS), Suwanee, Georgia   *January 2011- February 2015*
Operations Service Center Support Engineer
- First line of support accountable for handling customer service and troubleshooting initial technical requests received
- Managed routine configuration changes for customers including configuring network object groups to block hosts on Cisco, ASA firewalls to prevent intrusion, updated VLANs and interface configurations on customer Cisco switches, worked with protocols HRSRP, BGP, EIGRP,
- including service failures, unexpected shutdowns and network connectivity issues
- Completed customer restores via Symantec NetBackup daily to insure customers recover vital documents in a timely manner
- Supported customer DNS Zones by implementing A, CNAME, PTR, and MX record changes. Validated changes by performing NS Look Ups
- Coordinated change management request for approximately an average of 75 changes a month emergency, preventive, regular and routine maintenances for all 12 QTS facilities
- Ensured that Service Desk Requests, Problems, Changes, and Incidents were addressed within established Service Level Agreement

EDUCATION
- **Digital Crafts ,** Atlanta, Georgia   *Graduate, January 2021-July2021*
  Certification Full-Stack Software Engineering
- **Georgia Military College,** Fairburn, Georgia   *Graduate, May 2016-January 2019*
  BS Computer Information Systems Degree
- **Georgia Military College,** Fairburn, Georgia   *Graduate, Sept 2015-June 2018*
  AA/AS Business Supervision and Management Degree
- **Georgia Military College,** Fairburn, Georgia   *Graduate, Sept 2011-May 2013*
  AA/AS Information Technology Degree