Jessenia Kahn

DevOps Engineer

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LinkedIn

PROFILE

Versatile DevOps Engineer offering strong performance in the development of database and server-side applications in an Agile DevOps environment. Verified success in providing advanced technical support, for a broad range of applications, software, and hardware, at the highest levels of service excellence. Proficient in leading the design and development efforts with sound knowledge of modern web technologies and techniques. An AWS certified architect/developer and subject matter expert who consistently exceeds goals and objectives while serving as a trusted and valued technology partner. Effectively works independently or in collaborative settings with diverse teams. A cross-functional team leader who is passionate about driving world-class integrated solutions that encourage long-term business growth and profitability for mission-driven companies.

CORE COMPETENCIES

- ▶ Infrastructure Automation and Deployment
- ▶ Software/Application, Systems, and DevOps Engineering
- ▶ Architectural Design and Features
- ▶ Configuration Management
- ▶ Continuous Integration and Delivery
- ▶ AWS (Deploying, Operating, and Monitoring)
- ▶ Agile Methodologies
- ▶ Linux/Windows System Administration and Networking
- ▶ Information Security and Risk Management
- ▶ Scripting, Coding, Code Reviews, and Testing
- ▶ New/Emerging Technologies and Cloud Platforms
- ▶ Process Improvement and Optimization

PROFESSIONAL EXPERIENCE

Systems Engineer III, Lead Developer | Verizon Wireless
Previous Roles: Systems Engineer II, Systems Engineer I
Alpharetta, Georgia | 02/2012–Present
Joined company as Systems Engineer I and was promoted to Systems Engineer II and most recently, Systems Engineer III, as the lead developer for AWS Migration (April 2018), due to exceptional performance. As Systems Engineer II, played integral role on the mobile Content Solutions Development team. Managed the development process for Catalog Management Platform projects including content stocking, publishing, and indexing that are read by numerous search and browse APIs. Promoted to lead the migration of existing technologies to AWS. Accountable for analysis, prioritization, design, and determining dev effort and LOEs.

- ▶ **Introduced continuous integration for existing applications**, transitioning from classical waterfall set up to a DevOps open source stack, generating substantial cost/time savings and faster turnaround on business requirements, ultimately achieving automated streamlined processes.
- ▶ **Designated as lead developer for a data retention project**, designing/developing an archiving and purging application to support the company's DevOps and Security initiative. Process was written in Oracle PL/SQL.
  - ○ **Achieved significant cost savings** by implementing the data retention policy and reducing the size of the database server by transitioning to smaller AWS servers.
  - ○ **Recognized for key contributions to a significantly delayed project** due to lack of company resources. Instrumental in leading team to complete the first DevOps strategic goal.
- ▶ **Led multiple key projects, for over six years, designing and developing the company's product catalog management system application stack** comprised of IoT and resale products, with NPV between $4M and $75M.
  - ○ **Served as subject matter expert** in managing the stack of applications, for the product portfolio, and drove key projects including go90, Thingspace, and Mobile Perks.
- ▶ **Developed service to automate the creation/management of product catalog** by internal stakeholders and external vendors.
  - ○ Achieved fast turnaround from onboarding to product production roll out and cost savings via the automation of the SDLC cycle. Subsequently, teams were able to create products and test pipeline near real time.
- ▶ **Recognized as the 'go-to' engineer** for troubleshooting critical issues in production, QA, and development.
- ▶ **Built data migration solutions, from the ground up,** including migrating enterprise customers to a new datacenter, earning recognition from senior leadership. Project was written in PL/SQL and automated using Shell script.
- ▶ **Served as main developer to consolidate pre-pay customer data for millions of customers** who were imported from another team. Wrote scripts in PL/SQL and a standalone Java Solution to send updated data to a queue to be consumed and updated on the grid.
- ▶ **Enhanced and maintained search and browse APIs** that support full text search capabilities for the catalog after publication
- ▶ **Instrumental in production support initiatives,** providing application support for Ops team including analyzing and debugging urgent catalog issues.

CarMax
Kennesaw, Georgia | 11/2008–11/2011
Joined company as the senior specialist of collections and earned multiple promotions throughout tenure.
Senior Specialist, Decision Support (06/2011 to 11/2011)
Researched and managed complex data requests using Teradata and T-SQL. Collected, collated, and conducted data analysis in support of management and customer requests. Managed and maintained Crystal Reports. Created and executed test cases for enhancement of the CRM system.

- **Improved total daily debt reduction metrics, decreased account delinquencies, and enhanced user/caller experience** by playing key role in the testing of the first CMS upgrade for a call center of 200+ employees.
- **Selected to join invitation-only team** for contributing to successful IVR debt collection campaigns and for displaying strong technical aptitude with data technologies and language.
- **Instrumental in improving processes and reducing costs** by participating in the collection and analysis of car wholesaling data that allowed better decision-making abilities for management.

Senior Specialist, Business Support (01/2010 to 06/2011)
Oversaw day-to-day operations and administration of a predictive dialer system for a large call center. Provided first tier technical support for employees.

- **Effectively monitored call performance across five departments** and optimized metrics, including call drop rates and call wait times, through an IVR dialer system.
- **Significantly enhanced overall debt portfolio reduction metrics and customer delinquency rates** by implementing innovative dialer strategies.

Senior Specialist, Collections (11/2008 to 01/2010)
Negotiated payment arrangements, across several risk categories, in a bilingual role for both English and Spanish speaking customers. Provided translations to internal teams in Spanish.

TECHNICAL AND SOFTWARE SKILLS

Back-End: Java: Core Java, Servlets, Web Services, REST, Spring MVC, Hibernate
Database: Oracle PL/SQL, MySQL
Linux: Shell Scripting using Bash and Korn
Front-End: HTML5 / CSS3 with Bootstrap Framework, JavaScript
Tools: Version Control Systems: Accurev and Github
Database Development: Toad, SQL Developer, SQL*PLUS; Application Development: Eclipse, Notepad++
Linux: Putty, WinSCP
Back-End: Maven
Front-End: Yeoman, Bower, Grunt
Continuous Integration: Jenkins
Miscellaneous Tools for DevOps: JIRA, Confluence, BitBucket (formerly Stash), Artifactory, SourceTree, KanbanFlow
Software: Microsoft Office Suite, Microsoft Project, Microsoft Visio, and SharePoint Portal

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CERTIFICATIONS

- AWS Certified Architect – Associate, (12/2017)
- AWS Certified Developer – Associate (12/2017)
- Oracle Certified Java Associate (09/2012)
- Certified ICAgile Professional (10/2012)

EDUCATION

- **Master of Science in Applied Computer Science**
  Kennesaw State University, Kennesaw, Georgia (2012)
- **Bachelor of Business Administration in Management Information Systems**, (08/2008)
  University of Georgia, Athens Georgia

Fluent in English, Conversational/Fluent in Spanish