James Ho

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**QUALIFICATIONS**

o 15+ years of experience in IT with emphasis on shell scripting, process automation, SQL programming, and web development

o Advanced skills in Unix/Linux shell programming

o Expertise in analyzing and improving the efficiency of work flows

o Certification in Oracle 9i database administrator professional and UCSC Database Systems and Concepts

o Served as IT expert/liaison for multiple computer chip design groups providing relational/configuration database management support, perl and shell scripting development, and QA testing as part of project team to successfully tapeout multiple chips

o Skilled in administration of Sybase/Oracle/configuration management database and enterprise wide CRM tool

o 10+ years experience with SQL, HTML, Javascript, Perl, CGI, UNIX/Linux, shell scripting, AWK, SED and CRON

o Knowledgeable on Configuration Database Management System (CDMS), SVN, and Git

o Experience in Customer Support role troubleshooting network, Tomcat/Apache web server, database, ETL, batch file process, SSL certificate, and multi-node server synchronization issues

o Implemented Nagios Enterprise monitoring system for Healthcare document repository management applications

o Proven communication skills, ability to simplify complex procedures/processes/tools for end users

**EXPERIENCE**

**Technical Support Engineer - Kaiser Permanente, 5/18-Present**

Performed dry runs, deployed changes, developed scripts to automate procedures, created custom dashboards, and supported troubleshooting for Central Services (CS), Enterprise Pharmacy System (EPS), and Point of Sale (POS) applications.

o Performed POS dry runs, identified areas of improvement, created scripts to automate the deployment and verification where possible, and document in formal procedure document for use by offshore team

o Migrated numerous dashboards from AIX/MySQL system to cloud-based Red Hat Linux/MySQL platform

o Analyzed existing scripts to fix bugs and improve functionality

o Administered MySQL database to ensure high availability of custom dashboards. Tasks included creating backup and restore scripts, eliminating table corruption, creating users, granting privileges on existing databases, resolving remote connection issues, creating triggers, and developing SQL queries to extract store performance data

o Eliminated error-prone manual check of the 200 POS parameter settings to ensure smooth store bringup by developing a method to perform a script-based check of a newly created SharePoint record for a new store rollout

o Developed an extensive environment check dashboard to validate 1760+ environment variables for all production and non-production stores against a baseline reference store

o Eliminated application downtime associated with a full filesystem by automating filesystem cleanup to confirm disk space does not exceed 80% threshold and alert support team when more aggressive manual cleaning is needed

o Improved efficiency of deployment team and minimized potential for errors by creating scripts that automated the deployment of the change and subsequent verification

o Ensured SSL cert expiration is tracked and remedied by generating dashboards that utilized openssl to check the SSL certs that secure CS, EPS, and POS applications

o Provided an online AJAX based query tool to allow the Support team to quickly view the certs in the keystores of all 446 EPS stores which allowed for quick and accurate validation of any keystone changes

o Ensured support team was aware of any CS node failures in order to immediately address the issue before entire cluster went down causing loss of service. This was done by setting up a dashboard and sending out alert notifications

o Developed shell scripts and SQL queries to extract Enterprise Control Center (ECC) settings directly from the store database and display on a dashboard

o Developed a script to validate a new WebSphere profile build and to provide detailed report of successful and failed checks as part of new store rollout process

o Performed global scans of all stores to extract disk space consumption, OS level, cpu type, memory size, application versions, specific error messages in logs, and various other parameter values

o Created Chef Inspec controls to check the POS server level parameter settings and EPS store data.

o Utilized Git to maintain Chef Inspec control files and triggered Jenkins build jobs upon GitHub updates.

o Setup Tomcat/Jenkins environment on Redhat Linux cloud server

o Created Jenkins parameter based project to check consistency of store data from 3 different sources. Active choice parameters plugin with Groovy scripts were utilized to query MySQL database providing the user with options to define scope of check (i.e. environment, region, batch, and stores) before initiating the build.

**Unix Shell Developer – UCOP, 8/17-3/18**

Migrated numerous batch jobs away from the VSFTP server to the GoAnywhere Managed File Transfer (MFT) infrastructure and to implement encryption at rest (EAR) as part of a project to retire the VSFTP server and secure personal data on the batch server

o Used awk, sed, find, grep, sort, pgp, ssh, sftp, and other linux commands to create shell scripts in order to rapidly prepare the QA environment for repeated testing of the modified jobs, for displaying inputs and outputs for verification, and for querying the remote server for expected file delivery

o Analyzed existing scripts, planned approach to eliminate VSFTP server and apply encryption at rest, identified test scenarios for both expected success and failure modes, conducted the tests, and documented the test results

o Generated required documentation including job runbooks, implementation and backout procedures, change manifests, and test plans/reports

o Created change requests, attended change review board meetings, coordinated with other departments to implement changes and verified proper deployment

o Held meetings to review and confirm GoAnywhere and EAR changes comply with expected behavior

**SQL-Shell Script Developer – BlueShield, 12/16-8/17**

Migrated database source tables, created/modified shell scripts and SQL to implement new data requirements, fixed issues, and improved database performance

o Created and modified scripts, configuration files, environment setup files, and SQL to migrate intake and stage tables from project specific DB to a global source database

o Updated ETL SQL to implement new Business requirements and fix issues

o Created scripts to synchronize related processes, automate manual steps, and prevent invalid process launches as part of effort to eliminate data issues

o Improved Netezza database performance by reducing unnecessary database operations

o Generated VBP training documents, investigation analysis reports, implementation procedures, and QA test procedures in support of deployment of new changes

**Programmer Analyst – Safeway, 5/14-9/16**

Migrated PDX Classic pharmacy reports and extracts to Enterprise Pharmacy System (EPS) and developed the web-based tools and programs to automate the conversion of the PDX to EPS database using Oracle SQL, Elixir javascript, perl CGI, PostgreSQL, shell scripting, and HTML

o Generated Unix/Linux shell programs to automate the EPS conversion process including pre-conversion checks, extracting compressed source data backups, sending progress notifications, performing sanity checks, and sending final summary notification. Significant time savings, repeated accuracy in performing conversions, and the ability to convert multiple stores per night are the obvious benefits that would be realized many times over with the approximately 1,000 stores that would undergo conversion

o Developed a web-based conversion dashboard using perl cgi, shell, expect, and postgreSQL scripts, HTML, jQuery, javascript, and cron jobs

o Designed, implemented, documented, and trained offshore deployment team on the conversion automation system which allows for an accelerated conversion schedule only limited by the pre-conversion and post-conversion manual procedures. Key components included web-based invocation of scripts, centralized dashboard for high level view and real time status on multiple stores undergoing conversion on a single night

o Created Unix/Linux shell programs to perform backup and restore of application data onto new ESXi virtual servers

o Developed ETL code to extract on hand drug quantities from Oracle database, combined the database quantities with those obtained from a physical inventory file, and generated a load file for automated import into the drug database.

o Developed and maintained the Pharmacy IT web page to serve as centralized source for Pharmacy Application Development group. Tasks included creating perl cgi, linux shell, and expect scripts to provide web-based links for performing global operations such as port check on all EPS servers, deployment of conversion scripts and config files, verification of deployed file checksums, and the query of various database and OS files on all production store servers.

o Using SQL Developer, wrote complex Oracle SQL as part of effort to upgrade from PDX classic to new Enterprise Pharmacy System (EPS)

o Within 2 weeks of hire, attained sufficient expertise in PDX classic, SVN, and Elixir applications to provide training to get new-hires rapidly up to speed

o Collaborated with and coordinated efforts by system administrators, support team, application development, change management, QA, and hardware management to implement the automated conversion system

o Validated report conversions using Unix/Linux shell scripting to reformat output for complete column by column comparison

o Migrated post-processing shell scripts from AIX 5.3 to Linux 2.6 and updated to reflect new EPS structure

o Generated reports using Crystal Reports Designer 2013

o Utilized Subversion as central repository for maintaining Elixir data sources and rml files

o Met Pilot submission deadline by efficient application of SQL and Javascript changes to globally reformat Elixir reports

o Performed post-pilot SQL debugging to root cause errors in reporting and developed fixes to accurately extract Sales data to comply with Business requirements

o Streamlined the process of extracting receivable and credit transaction data from numerous stores using expect script to remotely connect, invoke SQL, and format output to facilitate Accounting's efforts to reconcile discrepancies arising from the conversion

**Technical Engineer - Kaiser Permanente, 9/12,-5/14**

Installed and supported document repository management applications, implemented enhancements and monitoring infrastructure to ensure high availability and document security

o Implemented Nagios XI enterprise server to centralize the health checks of document repository applications on AIX/Linux servers to provide a central dashboard for identifying application/server issues

o Developed program to implement auto import process for handling recurring document deliveries via SFTP

o Implemented CRON jobs to check file permission issues, confirm diskset availability, and restart failed processes as part of effort to ensure continuous document repository access

o Coordinated activities by IBM/Kaiser groups to implement changes to Active Directory and DNS systems in support of document repository application adoption of LDAP authentication

o Supported deployment activities including document repository changes, hardware system upgrades and migrations to confirm post-implementation functionality is not adversely affected

o Developed native SQL queries for report generation as a substitute for SAP business object reports. Reversion back to SQL query reports mandated by the planned retirement of SAP BO server

o Generated weekly reports on document retrieval counts for detection of abnormal high activity and to track growth over time for early indications of additional resource needs

**Customer Support Engineer - Clairmail, 3/11-9/12**

Supported mobile banking systems deployed at Fortune 500 financial institutions as part of a highly valued customer service organization

o Investigated and corrected server system problems related to network connection/firewall, database connectivity, disk usage, LDAP authentication, memory, bank backend connectivity, and aggregator issues

o Performed troubleshooting of customer issues using Oracle SQL Developer, SQL Server Management Studio, soapUI, putty, and LDAP tools

o Coordinated system updates and changes with customers and service providers to enhance system performance and reduce downtime

o Performed QA on change solution packages and confirmed system functionality to minimize production deployment problems

o Investigated Kettle ETL process failures, developed procedures to detect and fix data warehouse corruption

o Provided training on case management and handling of database related issues

o Generated shell scripts to facilitate system troubleshooting and automated repetitive activities

o Created complex SQL queries to extract usage reports for Sales and Billing purposes and to support Adoption team end of month and quarterly reporting needs

o Generated equivalent queries in the OLTP and star schema based data warehouse. Ported queries from and to Oracle, MSSQL, and PostgreSQL database systems

o Eliminated batch job failures and system outages by creating BASH scripts to properly distribute batch jobs among nodes in a multi-node cluster and to throttle delivery of batch files for processing based on current system memory, record count, and CRON job frequency

**Personal Development - Database/Web/IT, 5/06-3/11**

Achieved OCP certification and enhanced IT/web development skills through self study and Harvard online course

o Improved web skills via Harvard online course to acquire/improve knowledge of PHP, XML, CSS, AJAX, jQuery, MySQL

o Configured and assembled multiple computer systems for triple boot OS, LAMP setup, VMWare, Virtualbox, and Oracle database evaluation

o Studied and obtained Oracle 9i Database Administrator Certified Professional certification

o Generated RMAN backups, performed recovery, and setup Oracle physical standby test database

o Established software development project infrastructure including Ubuntu Linux, MySQL, PHP, Apache/Tomcat web server, and JBoss Application Server

o Setup postfix and courier email service on Linux

**Staff Engineer - Sun Microsystems, 9/00-5/06**

Implemented and managed project level tools, compute resource and file system needs, administered database, provided scripting support, performed design release QA, and streamlined ECO process to successfully tapeout three SPARC chips.

o Provided configuration database management system (CDMS) support from project start through tapeout. CDMS is Sun’s in-house release management tool similar to ClearCase/Perforce

o Maintained project file systems locally and at remote Design Center, performing troubleshooting activities to identify source of differences between local and mirrored remote work environments

o Assured trouble-free project startup by serving as tool champion, training and supporting users on environment setup, ECO process/workflow, database access, bug reporting, and design file release

o Managed issue tracking databases and generated web-based ECO dashboard linked with Siebel based Metrax-Oracle database and Bugzilla-MySQL database facilitating user access and highlighting issues

o Created automated scripts to sync-up with latest design release files, perform QA checks, and upload test results to the web on a daily basis to provide detailed reports on each design component

o Averted major project setback by writing Perl code to scan through central database files repeatedly to detect and fix corruption arising from check-out/check-in tools prematurely introduced without sufficient testing due to schedule constraints

o Ensured project infrastructure setup to eliminate/minimize project delays by satisfying computing hardware needs, troubleshoot database system problems, and established project work environments

o Produced 20X improvement in the check-out and check-in time of SRAM design blocks by creating tool wrappers

o Reduced repeater placement time by 10X and increased utilization rate from 40% to 70% by automating and optimizing repeater bank placement into CPU channels using Perl scripts in lieu of manual placement

o Slashed time 10% for design block release by generating scripts to support lead Mask Designer iterative process in cleaning up design rule check violations

o Guaranteed design block release quality by performing QA checks on the integration/tapeout release

o Enhanced management visibility of project progress by designing web dashboard to highlight issues/bottlenecks for immediate corrective action

o Planned and fulfilled database/tool needs of project team by coordinating with management, circuit engineers, mask designers, CAD, DReAM, and integration teams, remote design center, and computer resource group

o Created scripts which performed daily monitoring of project’s file systems (totaling >2.5 TB), published %usage, capacity, and highest users on the project web page, and generated emails to the project DBA to provide advance warning when a certain threshold has been reached

**Sr. Development/QA Function Engineer - IKOS Systems, 6/99-9/00**

Administered Sybase database, managed and customized the CRM application, and implemented/administered Cognos report generation tool in support of EDA tool development.

o Managed Sybase RDBMS, created stored procedures, managed users, and performed backup and recovery to ensure high availability and quick access to data

o Produced 10X reduction in the effort expended by engineers/managers in generating staff bug reports by integrating Cognos reporting tool with Clarify database, generating SQL queries, and scheduling batch jobs to automate report generation

o Avoided project delays through careful planning and management of system upgrades

o Developed and programmed business rules into CRM tool using ClearBasic to ensure software design updates are processed efficiently through product management, software engineering, and QA organizations

o Maintained internal QA web page incorporating a web-based SQL query tool to improve sales/engineering customer response time

**DEGREES/ LICENSES/CERTIFICATIONS**

o Patent submission for Method and Apparatus For Placing Repeater Banks in Integrated Circuit Design, 2003

o Certificate in Database Systems and Concepts, UCSC Extension, March 2001

o B. S., Computer Engineering, San Jose State University, graduated Magna Cum Laude, May 1999

o Certificate in Cognos Impromptu Administration, PowerPlay Administration, and Advanced PowerPlay Administration, September 1999

o Certificate in Clarify CRM (ClearSupport, Systems Administration, Data Modeling, & ClearCustomize), July 1999