**Jimmy Espana**

(678) 993-5031 **|** Jimmy.Espana@gatech.edu

**EDUCATION**

**South University**, Savannah, GA

Master of Business Administration, December 2013

**Georgia Institute of Technology**, Atlanta, GA

Bachelor of Science in Computer Science, May 2007

**EXPERIENCE**

**Gwinnett County Public Schools**, Suwanee, GA

Teacher Computer Science (2018 – Present)

∙ Plan for appropriate learning experiences for students based on the district Academic Knowledge and Skills (AKS) curriculum and provide an atmosphere and environment conducive to the intellectual, physical, social, and emotional development of students.

∙ Plan instruction as needed to promote student mastery of prerequisite skills and knowledge. Analyze student work and assessments to determine instructional needs.

∙ Prepare written lesson plans to support instructional objectives of the AKS for all students. Plan appropriate assessment of student learning.

∙ Evaluate, select, and modify resources and activities. Review resources including district core materials. Select core materials and other resources that match the AKS.

∙ Provide initial focus for the lesson. Communicate specific learning objectives to students. Capture student attention through active involvement.

∙ Organize content for presentation of the lesson. Present information in a logical sequence.

∙ Organize the presentation of content into blocks or steps based on the students’ needs and the complexity of the material.

**Pitney Bowes**, Atlanta, GA

Software Support Engineer (2014 – 2018)

∙ Provided exceptional second-level and developer support for customers in the design, generation, printing, archiving, and e-delivery of Postscript, PDF, AFP, Metacode, PCL, Linedata, XML, and HTML print streams using the enterprise-class Customer Engagement (EngageOne) suite of products.

∙ Troubleshot all aspects of the software, including analysis and configuration of modules running on Windows, UNIX (Solaris, Linux, HP/UX), DOS and utilizing .NET framework, MSSQL, ODBC, IIS, Apache Tomcat, WebSphere, and Java.

∙ Worked closely with customers implementing, troubleshooting, and configuring high-availability servers in physical, virtual and clustered environments.

∙ Acted as liaison between the customer, Professional Services, Sales, Engineering, and Management, owning the customer relationship and acting as a customer advocate within the organization.

∙ Analyzed compiled and source code to resolve customer issues.

∙ Setup and evaluated complex software workflows.

∙ Technical software code analysis.

∙ Analyzed detailed customer business and technical requirements to develop complex software solutions.

∙ Developed highly technical business solutions.

∙ Provided 24/7 customer support.

∙ Answered customer technical questions related to suite of PB products.

∙ Integrated PB software solutions into customer systems, and Provided Industry Standard best practices.

∙ Mentored and/or trained analysts in technical subject matter.

**InComm**, Atlanta, GA

Project Manager Latin America (2013 – 2014)

∙ Lead project team (developers, DBA, network, and Q/A) on new IT initiatives. Worked directly with clients and internal business partners to manage the project life cycle.

∙ Executed tactical planning, end to end execution of system integration, and enterprise application integration in a hub & spoke model.

∙ Project execution including resourcing, scheduling, and deployment. Managed the integration of new partners, credit switches, and mobile application platforms.

∙ Ensured client satisfaction with the project process and project team by effective & timely communication including status reporting, continual risk/issue assessment/management & escalation, and resolution of issues.

Systems Specialist (2012 – 2013)

∙ Analyzed incoming request to identify and implement all system configurations required to facilitate successful transaction processing, billing and reporting; including testing of work performed.

∙ Focused on improved quality and efficiency, seeking to define automation solutions for both.

∙ Subject matter expert to business analysis and development teams, contributed to solutions which are more readily implemented and supported with operational tools.

∙ Served as team leader of Configuration Solutions team at InComm.

**Schneider Electric**, Alpharetta, GA

Software Project Engineer (2009 – 2012)

∙ Formed part of software support team for National Nuclear Security Agency mission that works to secure international land borders, seaports, and airports against illicit trafficking of nuclear and radiological materials by equipping them with radiation detection equipment and alarm communication systems.

∙ Provided on-site support during site acceptance testing and operational testing, as well as provided system administrator training. Prepared weekly and monthly reports detailing issues discovered, actions taken, and overall system health.

∙ Formed part of 24/7 technical support team that remotely troubleshoots and repairs central alarm system issues. System components covered under support included: Database and application servers (MS Server 2003), MS SQL Server 2005, Services (SQL, camera, OCR, data maintenance), Citect SCADA software, Network (VPN router, ethernet/fiber optic switch, TCP/IP, VOIP).

∙ Served as Lead Software Support Engineer for Latin America business.

**Global Payments Inc.**, Atlanta, GA

Database Administrator (2007 – 2009)

∙ Oracle ERP Financials application system, primary areas of expertise included systems implementations, code migrations and end user support.

∙ Provided Oracle database administrative support on 9i, 10g, and 11g database platforms.

∙ Used object-oriented programming languages, as well as client/server applications development processes and internet technology.

∙ Implemented Guardium database auditing system on Global Payments multiple databases and applications systems.

∙ Configured and managed database auditing tool to ensure SOX and PCI auditing standards and requirements were met.

∙ Implemented code migrations and application configuration changes into Oracle ERP application.

∙ Worked closely with Auditors for SOX and PCI compliance.

∙ Provided system analysis and design involving requirement definition, user support activities, testing, and documentation.

∙ Monitored and managed base multiple production databases and applications daily as a production support database admin.

∙ Experience with SUN Solaris and IBM AIX clustered systems.

∙ Served as an administrator and analyst for all environment systems, debugging, upgrading and deploying code into production.

∙ Supported & Administrated Oracle Financials application.

∙ Administrated Oracle 10g databases, supported production environments, and wrote UNIX shell scripts.

∙ Performed Oracle Installations (Database, Discoverer, ADI, JInitiator), performed Configurations & Migrations, and wrote documentation for DBA group.

∙ Worked closely with application development to implement new code and troubleshoot new issues.

∙ Managed system tool that audits Oracle ERP application.

∙ Provided 24x7 on call production support.

**SKILLS**

Programming Languages: SQL, Python, HTML, Java, XML, and UNIX shell scripts.

Other Technical Skills: ServiceNow, Salesforce, Oracle E-Business Suite, SQL Server 2005/2008/2012, Oracle 10g, MS Server 2003/2008/2012, Linux, Windows System Administration, MS Active Directory, .NET framework, ODBC, IIS, Apache Tomcat, WildFly, SQL Server Management Studio, and MS Visual Studio.

Languages: Spanish – Fluent (read, write, and speak).

French – Limited working proficiency.