

# Jesse Pena

## Software Developer

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### **Experience**

Cigna | Technical Support Advisor | Remote |

July 2021 - Present

- Develop scripts, tools and methodologies to enhance the storage environment through the use of automation
- Design and architect solutions independently
- Code new scripts and modify legacy scripts
- Test effectiveness of scripts
- Debug and evaluate error messages
- Document code and the supporting engineering procedures
- Collaborate with members of the Storage Team and other Cigna teams
- Demonstrate ownership and accountability
- Work with Python, Perl, and Shell scripts in a Linux environment
- Create reports, dashboards, and alerts in Splunk

Dealer Spike | Technical Support Specialist | Wilsonville, OR | April 2021 - July 2021

- Take in client requests via email and phone
- Maintain, update, and implement changes to clients website using HTML, CSS, and JavaScript (jQuery library)
- Troubleshoot and debug platform or website issues
- Act as a technical liaison to clients, leading technical discussions during implementations
- Identify any client issues and work with internal teams to create a strategy to troubleshoot and resolve problem
- Adhere to a 24 hour turn-around standard to ensure top level support for our clients
- Work independently and as part of a group

ACRT Pacific | Lead Consulting Utility Forester and Area Safety Representative | Los Angeles, CA |

April 2019– December 2019

- Patrolled for hazardous trees throughout southern California, performed identification, inspection, and evaluation of trees and brush along utility lines to prevent fires and power outages
- Managed a team of 4 employees and audited their work while serving as a liaison between customers, employees, our contractor, and tree crews
- Served as an advocate for safety within my geographical group and shared safety initiatives and programs originating from the Team and Safety Committee

US Army | Healthcare Specialist | JBLM, WA |

August 2012– August 2016

- Coordinated readiness, triage, and treatment of soldiers within section
- Trained peers to perform medical tasks in field environments
- Managed and direct people assigned to ambulance
- Developed and followed maintenance schedule to ensure equipment readiness
- Evacuated patients with medical emergencies

## **Education**

PDX Code Guild | Portland, OR

Full Stack Software Development | 2021

Code Fellows 201, 301, Python 401 | Seattle, WA

Advanced Software Development in Python | 2020

The Evergreen State College | Olympia, WA

Bachelor of Science with an Emphasis in Ecology | 2018

University of California, Santa Cruz | Santa Cruz, CA

General Education | 2006-2009

## **Technical Skills**

Python, HTML, CSS, JavaScript, VS Code, Git, JQuery, Django, Web Scraping, REST APIs, Splunk, Automation, Linux, Cron Jobs, Putty, Confluence, Jira