

Joe Ziems
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Experience

Vice President at JPMorgan Chase & Co.

April 2018 to Present

- As part of a global team, perform level 4 support of JPMorgan Chase puppet infrastructure
- Triage platform issues and develop remediation steps
- Develop puppet modules in support of various infrastructure initiatives
- Develop ansible playbooks and supporting scripts in python
- Consult with other internal groups on development and troubleshooting
- Develop and maintain scripts to support deployment and metrics gathering (Bash, python)

Associate at JPMorgan Chase & Co.

September 2015 – April 2018 (Contractor with Teksystems, May 2015 to Sep. 2015)

- Create deployment scripts using bash and python
- Maintained configuration for Linux/Apache/Tomcat application stack
- Maintained artifacts in BitBucket/git repository
- Orchestrate deployment artifact builds using Jenkins
- Create RPM packages for supported software
- Provide assistance to junior engineers with technology related issues
- Work with the architecture team to define & direct technological changes
- Preventative and proactive system monitoring functions and real-time responses
- Monitor and evaluate efficiency of system usage and make recommendations to management to improve performance
- Perform root cause & system log analysis
- Maintain operational support and related system documentation
- Trouble ticket research and troubleshooting
- Work closely with the project manager and understand the delivery bottlenecks and help overcome them

Systems Engineer at CAS

November 2011 - May 2015 (Contractor with Tekmark Global Solutions, November, 2011 to)

- Administer Hadoop (jobtracker/tasktracker/namenode/secondary namenode/datanode), ensuring the health and stability of the clusters
- Deploy/configure software to Hadoop clusters via Puppet and Git.
- Deploy/configure Nagios to monitor cluster health
- Write Nagios plugins to monitor cluster health
- Write, schedule and execute jobs using Jenkins
- Deploy/configure Hadoop software using Puppet and git
- Provide set-up support for any new Linux machines (CentOS 6.4) in the Hadoop clusters
- Experience with Docker, Openstack, Marathon and Mesos

- Deploy Jboss application servers and Apache web servers to the development, test, load test, and production environments.
- Execute basic smoke tests to show that the installations of the services are correct
- Write tools using Bash/Perl/Python to facilitate support and deployment
- Utilize Maven/Git/Jira/Gerrit to help manage deployments
- Configure F5 routing
- Document any new processes and keep existing documentation and tools up to date as the environment changes
- Contribute documentation to the knowledge base to help support other group members.
- Support the development process and software configuration.
- Work closely with developers to ensure the stability of the environment
- Triage issues in various environments

Application Technical Support Specialist at Accenture

October 2010 - November 2011 (1 year 2 months)

- Provide ICAN technical architecture support for the production and development interface architecture systems
- Ported interfaces from eGate/Monk to Java/ICAN.
- Provide Outage Resolution Support. This includes investigation of outage cause, impact on user, and resolution
- Provide and Maintain Application Availability. This includes ensuring that the application is active and operating as defined in any Service Level Agreements
- Document any new processes and keep existing documentation and tools up to date as the environment changes.
- Monitor Application in Production HP/UX Environment. This includes the periodic monitoring of servers, applications, etc. through the use of manual and automated means
- Facilitate outage investigation/restoration of service to Production Environment. Organize any conference call, meetings, etc. needed to facilitate the investigation of Production outages/problems and the subsequent restoration of service
- Communicate status of application production outages. Provide periodic pages/e-mails/phone calls, etc. to application community on the status of any error resolution activities during an outage.
- Monitor system application and system event log files. Communicate and work with users as necessary to resolve application errors.
- Establish, monitor and evaluate system metrics to identify vulnerabilities and identify problem trends
- Monitor disk status, system processes, and user process activity
- Provide operational support, ensuring production systems and devices are online and available; this includes non-business hours on-call support
- Establish and practice disaster recovery procedures to ensure recovery capability
- Participate in design reviews to verify that design meets quality standards and functional/technical requirements. Make recommendations on functional and technical improvements to the application.
- SAP Process Integration training.
- Security+ certification

The Ohio State University Wexner Medical Center

Systems Analyst

February 2007 - September 2010 (3 years 8 months)

- Responsible for the data flow between the electronic medical record system and ancillary systems
- Normalize data to the hospital's HL7 standard
- Interfaces ran on the EGate SRE 5.5 platform on AIX and Windows
- Assist in support of AIX/Windows/Linux integration servers
- Wrote a scriptable SFTP program in java that integrated with Egate, using the Ganymede library, to securely transfer files in/out of the network
- Develop tools to help maintain the integrity and reliability of systems and applications
- Monitor system application logs, as well as system log files
- Triage system/application problems, and provide resolution
- Assess appropriate customer access to data
- Scripting with BASH/Perl/Python
- Java interface (data transfer) programming
- Windows programming in C
- Microsoft SQL Server 2000/2005
- Windows Server

Systems Specialist – Desktop Support

September 2005 - February 2007

Hardware/software support of the medical center's desktop environment

Systems Specialist – Help Desk

June 2003 - September 2005

First level technical phone support in a fast-paced hospital environment

Contractor at Discover through Geneva Technical Services

March 2002 - September 2002

Contractor at Teksystems

2001

Several short-term engagements as a Desktop Support Technician

Web Developer at Spinlife.com

January 2000 - December 2000

Maintained and developed e-commerce site using ColdFusion and SQL Server

Freelance Web Developer

September 1998 – December 1999

Various engagements

Systems Specialist – Help Desk at The Ohio State University Wexner Medical Center

September 1996 - September 1998

First level technical phone support in a fast-paced hospital environment