

# Kiara Bates

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## EDUCATION

**Texas A&M University, College Station, TX**

**Aug.2013 – May.2017**

- Bachelor of Business Administration  
in Management Information Systems

## TECHNICAL SKILLS

- **Programming Language:** JavaScript, Java, CSS, HTML, WSDL, MySQL
- **Software/Tools:** Git, Visual Studio, Eclipse, MySQL Workbench, JBOSS, ServiceNow

## WORK EXPERIENCE

**IT Engineer | Wipro Limited**

**July.2017 – Curr**

- Worked as a part of an IT project team under supervision of a Technical Team Lead
- Responsible for delivery of assigned tasks within the delivery cycle of a project
- Deliver detailed technical design which meets customer requirements
- Utilized specific business knowledge to support effective IT engagement
- Learn new technical skills regularly through in house and via external courses and certification programs

## WIPRO - PROJECTS

**Internal Project | Full Stack Web Application**

**Aug.2017 – Nov. 2017**

- Designed, optimized, and refactor code to maximize performance and user experience
- Utilized **MySQL Workbench** to create multiple tables that organized data used in the website
- Used the **Eclipse IDE** to connect the back-end and front-end using **Java**, Spring and Hibernate to the code provided from our front-end team.

**Client Project | Web UI**

**May.2018 – June.2018**

- Successfully transformed a physical pamphlet, provide by client, into an online animated website
- Used **GIMP** to edit and break down pictures of physical pamphlet order to reuse for creating the interactive site
- Took the pictures and programmed the animations using JavaScript and jQuery
- Used **HTML** and **CSS** to design the UI of the page using inputs from various inputs from the client

**Client Project | Dev Team**

**Oct.2019 – Sept.2020**

- Wrote programs in **Web Service Definition Language** (EEL) that converted code from Cobol to Java
- Performed **Git** commands to clone, branch, delete, pull, push, and commit changes to the repository
- Performed **JUNIT** and **SOAP** tests to verify the performance of the WSDL files and created and shared those reports
- Used JIRA platform to track and fix bugs reported by client
- Participated in daily standups with the team and other **Agile** methods such as bi-weekly sprints and reflections

**Client Project | ITIL Change/Problem/Incident Management****Dec.2020 – Curr**

- Manager on duty role that overlooked and managed IM (Incident management) roles in client's command center
- Drove critical major incident outage calls and participated outage review calls that discussed RCA and permanent solutions
- Hosted daily operation and weekly change advisory board bridge calls with variety of teams across the company
- Used **ServiceNow** to monitor and follow up with variety of teams regarding all incident, problem, and change records that are created