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Senior Software Engineer Project Manager Resume Example

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Senior Software Engineer Project Manager

Senior Software

JESSICA CLAIRE

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📍 Montgomery Street, San Francisco, CA 94105

CAREER OVERVIEW

Experienced Computer Systems Analyst and Project Manager with diverse industry experience in healthcare, engineering, insurance and government. Professional expertise includes systems applications, disaster recovery planning and information protection analysis. Accomplished System Architect adept at designing, implementing, customizing, upgrading and migrating enterprise software and hardware architectures in large server farm environments.

QUALIFICATIONS

- Project management
- Strong collaborative skills
- Capacity and scalability planning
- Optimizing and performance tuning
- Excellent problem solving skills
- Business process improvement
- Forecasting and planning
- Business systems analysis
- SDLC lifecycle implementation
- IS change management

EDUCATION AND TRAINING

ECPI College of Technology
Charlotte, NC • 1999

Diploma: Computer Technician
Computer Technician

MCSE 2000

ACCOMPLISHMENTS

- **Operational Management**
- Identified, recommended and prioritized new Web features and applications in conjunction with business leaders and department managers to go to a paperless environment.
- Developed, coded, installed, tested, debugged and documented Web applications.
- **Project Management**
- Managed complex BI/DW deployment programs, facilitating acquisition of business requirements.
- Prepared design specifications, developed reporting and analytics, tested and managed user adoption.
- Created a secure website for the New York City Department of Environmental Protection (NYCDEP) that would allow the users to upload a document and track the status until final. It also incorporated several levels of user permissions driving viewable content on the site. Created and managed the entire database, program and hardware architecture design and implementation.
- **Team Collaboration**
- Brainstormed development team evolution strategy and deployed best practices, such as team programming, test-driven development (JUnit) and repeatable builds (Subversion, Hudson, IBM WAS 8.5ND).
- **Requirements Analysis**
- Completed business requirements analysis including the evaluation of systems specifications for client Web site two weeks ahead of deadline.
- **Specialized Accomplishments:**
- 2005: The LAN Administrator of the URS Paramus office was suddenly discharged, URS Corporate Offices in San Francisco specifically asked for my immediate assistance in standardizing the office network and procedures. Traveled to the office to document the entire network and associated infrastructure, and instituted new security, backup, and disaster recovery protocols. Although five days were scheduled for this task, it was completed in two.
- 2003: Moved URS Buffalo office of 185 people, inventoried all telephony and IT assets, tore down,

moved them, and set it all back in 3 days so that URS could conduct business with no outages. Handled voice and data vendor relations during this project.

WORK EXPERIENCE

Hcl Technologies Ltd. - Senior Software Engineer / Project Manager

Liberty, TX • 05/2007 - Current

- Managing migration/upgrade/coding projects for large health insurance client.
- Instrumental in redesigning an automated architecture to QA all corporate email sent to customers.
- Revised current business process and flow to incorporate a rules engine verification system with automatic send/queue for review/hold/delete functionality.
- Created architecture and managing infrastructure and software upgrade for Websphere 8.5 ND TEST, QA and PROD environments.
- Utilized VMWare platform to create and maintain all TEST, QA and PROD systems.
- Implemented the building and maintaining of Windows 2003, 2008 and 2012 Enterprise edition servers.
- Conduct MS SQL 2000, 2003, 2008 and MySQL 4.x and 5.x database installation/configuration/administration duties.
- Planned and implemented Subversion 1.5 and Maven 2.0 automated build and deploy system
- Linux RHEL 6 administration, CVS and Subversion code repository administration.
- Planned and executed enterprise code upgrades and deployments to all three development environments using deployment standards set by the client.

Xpanded Reports - Contractor

City, STATE • 05/2011 - 08/2011

- Designed, built and maintained production systems based in the Amazon EC2 Cloud.
- Managed and maintained 195 (and growing) instances housing a Java2EE application on Ubuntu 11.04 (Natty Narwhal release).
- Manage, maintain and tune SEDNA XML database instances.

URS Corporation - LAN Administrator / Regional Security Coordinator

City, STATE • 06/2000 - 05/2007

- LAN Administrator for 420 users in offices across New York State in a Novell 4.11/Windows 2K/Windows 2003 non-scripted environment with Windows 2000/XP Workstation platforms.
- Managed decommissioning of Novell 4.11 Server environment to migrate to pure Windows Active Directory implementation.
- Served as URS East Regional Security Coordinator with responsibilities including researching current security threats, to developing and rolling out policy implementation to the region.
- Worked with the URS national security team to develop corporate standard policy for response to virus or vulnerability threats.
- Project lead for implementation and roll out of Lotus Notes Client upgrade from 5.0.11 to 6.5.2, performed in conjunction with Corporate MIS to identify (1) all resources in the East Region requiring upgrades and (2) deviations from the standard installations to incorporate into the final design.
- Developed and implemented of a CITRIX based Windows 2003 server farm for a custom GIS platform.

- Coordinated and managed hardware/software roll outs and updates.
- Development and implementation of disaster recovery solutions.
- Creation and institution of a corporate-level workstation platform.
- Monitored and recorded network usage and server utilization for proactive troubleshooting.
- Management and coordination of a two-person help desk.
- Coordination and institution of break/fix documentation for standardization.
- Development and implementation of new documentation procedures.
- Development and implementation of daily, weekly, and monthly reporting for server environment.

CH Heist - Lead Help Desk Technician

City, STATE • 10/1999 - 04/2000

- Help desk support for 55 remote offices (350+ users) in a Windows NT 4.0 environment.
- Developed maintenance routines specifically for Windows NT 4.0 and Lotus R 4.6.1 server shutdown/unattended restart.
- Primarily provided non-scripted user support for transfer of remote payroll files to a centralized location for a nation-wide staffing company (payroll application used is proprietary software).
- Supported MS Office 97 (Word, Excel, PowerPoint, Access), Lotus Notes 4.6.1, and Domino 2.0, and provided user setup and support administration.
- Performed routine network server maintenance for remote sites using PC Anywhere, including backup verification, AT schedule, system logs, and application logs.

SKILLS

- **Operating Systems:**
- DOS, Win 3.11/95/98/NT 4.0/W2K/WinXP/Windows Vista/Windows 7 setup, installation, and troubleshooting.
- Advanced setup/installation/administration of NT 4.0/ WIN2K/Win2K3 and Novell 3.x/4.x/5.0 systems.
- Active Directory scripting.
- SQL Server 2000, 2005, 2008 installation and administration.
- IIS 4/IIS 5/IIS 6/IIS 7/Apache 1.1, Apache 2.0/Tomcat installation/administration.
- Sun Solaris UNIX basic administration including checking print queues, file administration.
- RedHat Linux 5 EE installation, configuration and administration.
- Citrix GSX, Citrix XP, Citrix WinFrame 3.5.1 installation, configuration and administration.
- CentOS, Ubuntu linux installation, administration
- **Desktop/Workstation/Laptop Systems:**
- Workstation to network configurations, workstation installations, and troubleshooting. (Dell and HP platforms)
- Windows 2000/2003/2008 server builds and installations on HP and Dell server platforms.
- Linux Server builds (RedHat EE 5/6, 64 bit) on Dell PowerEdge server platform.
- Configuration of Cisco Routers, Cisco PIX firewalls, Bay Networks routers.
- Big IP F5 load balancer administration and configuration.

ADDITIONAL INFORMATION

- **HONORS/AWARDS/MEMBERSHIPS**

- Webmaster / Trustee for the Bryan M. Lawrence Foundation. (www.lawrence-foundation.org) 2003 - 2010
- Board Member for Bryan M Lawrence Foundation, 2005-2010
- National Vocational Technical School Honor Society Officer: Fundraising Coordinator, 1998-1999
- National Vocational Technical School Honor Society Member, 1998-1999
- Member of National Association of Self-Employed, 1XXX