

# Paula Batoon

San Antonio, TX

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## EXPERIENCE

### **USAA, SAN ANTONIO, TX**

*Infrastructure Engineer II (April 2019 - Present)*

*Infrastructure Engineer III (September 2017 - April 2019)*

- Deploys Citrix's virtual machine software enterprise-wide
- Automates custom configurations to reduce incident count
- Develops custom scripts to automate repetitive tasks and maintain virtual hardware
- Communicates with end users to inform them of upcoming virtual machine solutions
- Collaborated with other Virtual Hosting team to implement new virtual machine hardware with current infrastructure
- Oversaw the virtual machine provisioning process and collaborated with the development team to make improvements to the front end tool
- Coordinated project team of 4 engineers for a product designed to make application management easier

## SKILLS

- **Languages:** NodeJS, Python, Powershell, Java, C, HTML/CSS, React
- **Soft Skills:** Collaboration, Adaptability, Fast Learner, Interpersonal Skills, Handling Pressure
- **Technologies:** Citrix XenDesktop, VMware, Splunk

## PERSONAL PROJECTS

**Github:** <https://github.com/pbatoon>

- **Personal Website** - created in React
- **Dungeons and Dragons Character Sheet App (WIP)** - collaborative effort to develop a cross-platform DnD application using React, Electron, and Redux

## EDUCATION

### **GEORGIA INSTITUTE OF TECHNOLOGY**

**Jan 2021 - Present**

*Master of Science in Computer Science*

### **MARIST COLLEGE**

**Sept 2013 - May 2017**

*Bachelor of Science in Information Systems, Concentration in Information Technology*

GPA: 3.682, Magna Cum Laude