Raleigh Jast

71084 Melissa Lodge, San Francisco, CA ♦ Phone: +1 (555) 126 4550

EXPERIENCE

INTEGRATION SUPPORT DEVELOPER

Detroit, MI
01/2015 – present

- Coordinate activities with internal and external stakeholders, including offshore teams, using exemplary written and oral communication
- Provide technical solutions and guidance throughout the support cycle for both the external and internal teams
- Refine effective support processes for continuous improvement
- Implement departmental initiatives as lead technical resources
- Mentor more junior or 3rd party contract resources in support best practices
- Work directly with clients (internal and external) to resolve issues with the Company's proprietary software products and services
- Recreate and verify complex performance and environmental issues with limited access to the production environment

PRODUCTION SUPPORT DEVELOPER

New York, NY
01/2010 – 09/2014

- Using the CA Workload Automation tool, AutoSys, creates, schedules, and monitors back-end applications for financial transaction processing
- Monitor production issue queue on a rotation basis and work with business team to prioritize, analyze and manage them to closure
- Develop and manage business plans to achieve objectives
- Design and develop production fixes, application enhancements and software development projects
- Interact with the traders and desk management to design / develop automated solutions
- Collaborate and manage Offshore teams responsible for website support and application development
- Design and Development of production fixes, application enhancements and software development projects

CMOD SUPPORT DEVELOPER

Houston, TX
08/2007 – 08/2009

- Scripting in an SDLC framework for product-based content/reporting applications that run on Unix
- Storage management
- Communication - participate in meetings, perform verbal and written communication with other technical and business operations teams
- Enterprise content or report management
- Retrieval Development - creating, updating & maintaining of Java code that facilitates search, render & retrieval of all types of CMOD content
- All of the above in CMOD, AFP (iText, AFP2PDF) & Tivoli Storage Manager (TSM), Oracle/DB2
- Ingestion Scripting - creating, updating & maintaining of Shell/C/Perl scripts that facilitate ingesting & storing in CMOD

EDUCATION

CLARK ATLANTA UNIVERSITY
Bachelor's Degree in Computer Science

SKILLS

- Strong SQL and PL/SQL Knowledge
- Good knowledge of communication protocols [FTP, HTTP, AS2...]
- Good XML / XPath Knowledge
- Good English skills, French is
- Strong customer focus
- Ability to be reactive under pressure
- Ability to show initiative when solving incidents
- Strong interpersonal skills
- Able to assimilate business changes and incorporate them in the IT systems
- Working knowledge of the QNX operating system and embedded software development principles