Shane Varnum

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WORK EXPERIENCE

Citi *- Programmer Analyst*
June 2021 - October 2021 | Tampa, FL
- Gathered client/Ops requirements and maintain entire project throughout the SDLC including testing life cycle
- Analyzed requirements and develop data mappings, linking strategies, and business rules using SQL and in-house applications
- Performed CRUD on Domain data sources to ensure data quality for lookup operations
- Performed interface testing for client facing applications after UI enhancements

Production Support Engineer
June 2019 – June 2021 | Tampa, FL
- Prepared scripts to automate pre-deployment activities and bulk update data to save time and efforts of the Production Support and Operations teams
- Performed log and database analysis to investigate and action poor application performance or unexpected behaviors
- Deployed production code and maintained application services via uDeploy yielding successful releases and controlled application performance
- Coordinated server activities including patching, storage upgrades, and reboots by liaising with Middleware teams as well as performing pre/post event activities and checkouts to ensure servers and applications are healthy
- Resolved system and user incidents, managed project tasks for enhancements and coordinated CHGs for application releases/scheduling changes

PWC(Contracted through Randstad Technologies) *- Application Support Analyst*
January 2019 – June 2019 | Tampa, FL
- Provided Level Two support to the Aura, Count, and Disclosure Checklist audit applications
- Performed troubleshooting for data loss, application bugs and hardware/software issues
- Created and updated knowledge base documentation to improve incident resolution time

Xerox Business Solutions *- Business Analyst Intern*
October 2017 - June 2018 | Tampa, FL
- Developed a SQL Server database to house spreadsheet data for simple data retrieval and maintenance
- Utilized SQL Server Data Tools to prepare consolidated leasing, maintenance and build out reports

SKILLS

- Technologies: Jira, Git, uDeploy, ServiceNow, Autosys
- Programming/Scripting languages: Bash, Java, SQL

EDUCATION

University of South Florida - Bachelor of Science in Management Information Systems
December 2018 | GPA: 3.79 | Tampa, FL

LEADERSHIP

Committee Member, Tech Analyst Program Steering Committee
October 2019 – June 2021
- Participation in bi-monthly meetings to evaluate the 2019 Technology Analyst Program Class experience, report any issues to the program directors and provide updates on program news or changes