Veniamin Ilmer

Automation Engineer

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Summary

I am an Automation Engineer with diverse technical experience encompassing developing and customizing Enterprise Systems and Applications.
My work experience includes programming automata, Rhino javascript, Python, Shell Scripting, Java, and Rust.
I provide a wide breadth of technical and business knowledge including ITIL and ITSM business process and alignment, data scrubbing and analysis, as well as superior customer / client communication.

Technical Skills

Platform Expertise

- Microsoft Windows, Solaris, Arch Linux, Mac OSX
- MySQL , Microsoft SQL, Postgres, Oracle
- Apache Tomcat, Nginx

Applications

- IPsoft Automata, CMDB, and Monitoring
- BMC Remedy ARS, Pentaho Spoon (Kettle)
- Jaspersoft iReport Designer, SAP Crystal Reports

Programming Languages

- IPautomata Dev, Rust, Java (GWT), Python, HTML/CSS/Javascript, Shell Scripting , SQL, Remedy Dev

Certification and Training

- IPautomata Development Trainer
- ITIL v3 Foundations
- BMC Remedy ARS

Education

- Rutgers University – Computer Science Bachelors of Science Degree
  (Data Mining Stock Prediction, OpenMoko Mobile GPS sharing, Decentralized Data transfer, Personals Matching)

Automation Experience and Project Involvement

RMS

Rust, SQL, Java, GWT, HTML — *March 2019 – Present*

- Designed a process that would do data normalization and data reconciliation of physician and hospital billing statements. It reduced the number of records from 2.6 billion to 700k rows by breaking down the data into several tables. The process improved how long it took to query information and the amount of time required to process orders.
- Implemented a multifunctional GUI interface for operators to manually handle insurance company's non-standard Claims, Service Lines, and Remarks that couldn't be processed automatically. This interface reduced the amount resources required to handle such events.
- Modified applications to pre-cache active data into a temporary database for faster user access. This process significantly reduced the load on the main database, while allowing multiple users work on the claims' data elements without affecting the primary system's performance.

Automation Experience and Project Involvement (Continued)

Tinker Air Force Base
Powershell, Ada
August 2018 – February 2019

- Built a license-monitor engine for IBM DOORS database, which informed subscribers when a license was available. This software maximized the team's license utilization.
- Built a "Network Drive Access" monitor, which automatically generated tickets to fix network connectivity issues. This monitor also logged events and generated monthly reports of issues and utilizations for management review.

IPsoft Inc
IPAutomata script, Javascript, MySQL, Powershell, Bash script
July 2014 – August 2018

- Designed, built, and deployed Windows Patching system that included automatic scheduling and deploying security patches to multiple remote company networks. This system contained functionalities of various notifications as well as an ability for users to modify upcoming schedules. The system has enhanced error handling processes, retry mechanisms, and the ability to generate incident tickets in case there is no automatic resolution.
- Designed and built a universal library / wrapper for handling patching of Unix, Windows, and Network devices. This service unified connectivity with external devices and standardized ticket verbiage. The new process increased the rate of automatic issue resolution by 48%.
- Designed and implemented the Collision Detection Service which reported potentially conflicting servers, networks and applications during scheduled and unscheduled down-times. This engine recursively looped through all child CIs checking for potentially affected systems and conflicts.
- Designed, built, and deployed a system that granted and revoked admin access to servers for authorized users during scheduled release cycles. The system also ran security validation processes and removed unauthorized configuration changes on the accessed servers.
- Designed, implemented, and deployed a client-server service for managing customer's servers remotely using IPremote protocol as an alternative to SSH.

New York Life
BMC Remedy, Solaris Bourne Shell, Oracle
October 2013 – June 2014

- Upgraded BMC Remedy Action Request ITSM system, Atrium CMDB, and web tier to version 8.1.
- Lead technical discussions, requirement gathering and development processes as well as training and UAT sessions with the customer.
- Implemented a script for copying environment configurations from the existing system to the new hardware building the new BMC system. This script has streamlined the installation process.

Temple University
BMC Remedy, MySQL
January 2012 – September 2013

- Upgraded BMC Remedy to version 8.1, configured HTTPS SSL on midtier; applied BMC Performance Security.
- Customized Remedy Rule Based Emailing module to be more robust with ticket creation and error handling.

Tablet Incorporated
Python, HTML, Javascript, Bash Script
November 2010 – December 2011

- Built functionality allowing users to make payments using third party coupons and other potential discounts.
- Developed a templating system for streamlining creation and deployment of marketing newsletters.

Groupable
PHP, HTML, Javascript, MySQL
July 2010 – November 2010

- Developed software that iterated through thousands of photos, and used artificial intelligence to recognize people and faces. This software used the outlined results to compare with Facebook profile pictures, finding group connections for gathering information required for targeted advertising.
- Integrated with Amazon Cloud Servers to offload large amounts of data for third party storage. This significantly improved the website loading speed.

Rutgers University Projects
Java, PHP, HTML, Javascript, MySQL
September 2006 – June 2010

- Developed software and analyzed historical stock prices, statistically calculated the probability of profiting using known stock indicators (CCI, MACD, ROC, RSI, Stochastic, Williams %R, etc).