Wendy Baum

Oviedo, FL 32765 · (407) 766-6209 · wendylbaum@gmail.com

SUMMARY

- High-initiative Software Engineer with solid standards and best practices orientation
- Full life-cycle software engineering skills in multiple industries
- Adept at managing multiple priorities, concurrent projects, parallel goals
- Strong customer focus, able to balance technical requirements against business needs

SKILLS

Programming Technologies: Java, Java EE, Spring, Hibernate, Struts, Groovy, Grails, SQL
Application Servers: WebLogic 8 - 12, JBoss, WebSphere, Apache, Tomcat
Databases: Oracle 8 – 11, MySQL, SQL Server
Software Process: Agile, ITIL, CMMI, RUP, Waterfall, Incremental
Architecture/Design: OOAD, UML, MVC, Requirements Analysis

EXPERIENCE

Oracle, Principal Technical Support Engineer   11/2014 – Current

- Own and perform Issue Resolution and Root Cause Analysis for application, database, server, integration, performance, user interface, installation, configuration and functional issues.
- Direct collaboration across matrixed and remote teams to resolve complex cross-platform issues.
- Manage customer expectations while coordinating high volume incident queue.
- Troubleshoot XML message interfaces to external applications in a variety of transport protocols: HTTP, HTTPS, SOAP Web Services or Oracle Advanced Queuing.
- Work with Product Development to identify product defects and improvements.
- Create and maintain knowledge management content.
- Replicate client issues and resolution on internal support instances.
- Technologies: Java EE 6, Oracle 11g, WebLogic 11g, Tomcat 7.x, and SOA Suite 11g

Logic Springs, Senior Software Engineer   6/2014 – 9/2014

- Developed application enhancements using Grails framework for the railroad industry.
- Developed web reports using Google Charts API, JavaScript, JQuery and HTML 5.
- Created utility scripts using Groovy programming language.
- Other Technologies: Spring, Hibernate, JBoss, Tomcat, SVN and IBM DB2.

SAIC, Senior Software Engineer   4/2010 – 1/2014

- SOA Team Lead responsible for production support, software and platform upgrades.
- Developed enhancements for Business Process Management (BPM) application suite.
- Technologies: Java EE 5, Oracle BPM 10.3, WebLogic 10.3, Tomcat, Oracle 11G and SQL Server databases, Oracle SOA Fusion 11G in WebLogic Portal.

Siemens Energy, Solutions Architect   7/2007 – 1/2010

- Developed web-based application based on J2EE 1.4, Hibernate, Spring and Struts.
- Produced technical proposals, implementation and deployment schedules.
- Prepared functional specifications and developer documentation.

Lockheed Martin, Senior J2EE Developer   8/2006 – 6/2007

- Developed JSP user interfaces for biometrics system.
- Produced rules engine trade study and analysis of ILOG and Drools with proof of concept.
- Technologies: J2EE 1.4, JBoss, Web Services, Hibernate, Struts, MySQL, JMS and XML.

Icon Systems, Systems Engineer   5/2004 – 7/2006

- Performed system and software requirements analysis, derivation & allocation of subsystem requirements, design review & validation, trade studies, and design decision documentation.

AAA, Senior Software Engineer   7/2003 – 5/2004

- Developed enhancements to in-house financial application using J2EE EJB 2.1.

Riptide Software, Software Engineer   2000 – 2003

- Developed user interfaces in JFC Swing 1.1 for military training system.

Lockheed Martin Space Operations, Software Engineer   1999 – 2000

- Developed user interfaces in JFC Swing 1.1 for NASA's Checkout and Launch Control System.

EDUCATION

Computer Science, B.S.
University of Central Florida, Orlando, Florida

CERTIFICATIONS

ITIL v3 Foundation
Sun Certified Programmer for Java 2 Platform