20451 Sea Gull Way
Saratoga, CA 95070-3127

Cellular (408) 621-5853
E-mail: jjw408@pacbell.net

Jeffrey J. Walker

Objective	IT Project Management and Operations role with emphasis on hardware and software infrastructures needed to support internal customer requirements.
Professional Summary	Accomplished operations project manager responsible for IT resources supporting a worldwide development organization. This included capacity planning, systems monitoring, backup implementation, disaster recovery, and automated software deployment mechanisms. Also a software developer who successfully delivered web applications using J2EE, EJB, SQL, Web Services, Java, C++, C#, PHP, and JavaScript. Experienced software process coach and well-versed in agile methodologies.
Skills and Experience	**Platforms**: Linux variants (primarily RedHat and OpenSUSE) **Virtualization**: VMware ESX, Docker **App & Web Servers**: Tomcat, JBoss, Apache **Databases**: MySQL, PostgreSQL, Oracle **Languages**: Java, PHP, Shell scripting, Ant, Maven, C#, C++ **Version Control Systems**: Subversion, Git/Stash, Perforce **Automation/Build Tools**: Bamboo, Docker, Artifactory **Testing Tools**: SonarQube, Selenium, Junit **Development Process**: Agile (Certified Scrum Master), TSP (Certified Process Coach) - Ability to turn users' requirements into robust solutions. Package buildout, apache configuration, tomcat configuration and tuning. Emphasis placed on standards, documentation, and overall management of solutions from requirements through delivery. - Implementing DevOps, Continuous Build and Continuous Integration processes - Version Control systems: Subversion and Git/Stash administration, deployment, automation, and management - Monitoring: Implemented Nagios/OpsView monitoring for all servers, services, and quality of service checks
Employment History	Pegasystems, Inc. Cupertino CA 2009-Present ***Senior Staff Engineer*** - Developed and maintained the social productivity infrastructure and collaboration environment for both customer and employee use. This included commercial products (Jive, Atlassian, subversion, git/Stash, etc) and internally built applications. - Maintained these systems by performing scheduled and emergency maintenance, deployment, and customer support. Moderated support forums. Authored many support pages and produced instructional 'How To' videos. - Collaborated with vendors on issues and project managed these service incidents from report through to resolution - Developed, documented, and deployed a migration to Jive's dual-node implementation with caching and load balancing resulting in ~30% page load improvements. - Led the capacity planning and equipment end of life replacement strategy

	Intuit Inc. Mountain View, CA 2006 – 2009
	Senior Staff Engineer
	▪ Developed and maintained the QuickBooks Online marketing site and Intuit's support representative site. This was developed in ColdFusion, HTML, and JavaScript. Familiar with LivePerson, Adobe Connect, and Omniture (Offermatica). [Site: quickbooks.intuit.com]
	▪ Developed a Web Service, based on SOA concepts, to provide Intuit applications the ability to store and retrieve documents. Used VPD-enabled Oracle, JPA, JEE, EJB3, and Oracle's Universal Content Management to provide this service on JBoss. Also developed changes to support this product's release to the Amazon cloud (EC2 and S3).
	▪ Developed a Business Logic infrastructure in a co-deployed JEE (JBoss) and C# (Windows) environment that provided a workflow engine. This was part of Intuit's next generation "build once and deploy to both desktop and web" designs using an innovative portability pattern.
	Keynote Systems Inc. San Mateo, CA 2002 – 2006
	Senior Staff Engineer
	▪ Developed and deployed highly concurrent script-based performance measurement application to 240 worldwide locations on 3,000 measurement computers.
	▪ Sustaining and maintenance of an additional company measurement agent.
	DigitalBees, Inc. San Jose, CA 2001 - 2002
	Senior Software Systems Developer
	▪ Developed and deployed a client software suite for browser based enterprise application testing using IE and associated Microsoft technologies
	Fujitsu Systems Inc. Santa Clara, CA 1990 – 2001
	Senior Software Systems Developer
	▪ Performed Design, Development, and Sustaining/Maintenance responsibilities for the world's largest Customer Loyalty Retail system.
	▪ Project manager for the Albertsons food chain involving over 24 new features and numerous nation-wide deployments
	▪ Enhanced the mainframe to supermarket POS systems software suite.

Education	**Master of Business Administration**
	    University of Phoenix Santa Clara, CA
	Batchelor of Science in Business Administration
	    University of Phoenix Santa Clara, CA