Jagger Warren

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📍 Medford OR

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Education

Computer Science,
Southern New Hampshire University
2020 | Hooksett

Skills

Cloud
AWS, Azure, GCP, Oracle

DevOps
Terraform, Ansible, Helm, Kubernetes, Rancher, Docker, Linux Server, Windows Server, Chef, Puppet, Github, Jenkins

Monitoring
Datadog, Splunk, Cloudwatch, Prometheus, Grafana

Data
Tableau, Spark, Torch, Tensor Flow, Power BI, SQL Server, AWS RDS, SQLite, Postgres, Apache Airflow

Languages
SQL, Python, Bash, Shell, Powershell, Go, Javascript, HTML, CSS

Ticketing
Service Now, Jira, ZenDesk, FreshDesk, OS Ticket

Professional Experience

Data Conversion Engineer II, *Vertafore*
03/2024 – present | Remote, US
- Designed and implemented data ingestion pipelines using Python
- Created/Configured/Recovered MSSQL databases
- Spearheaded database migrations
- Converted agency data (Epic, Tam, Doc360, EZlynx, Zywave) into Image Right/AMS 360
- Data transformation with SQL and python
- Cross-functional data mapping
- Scoping with clients

Technical Analyst II, *Vertafore*
11/2021 – 03/2024 | Remote, US
- PL/SQL scripts for data conversion
- VPN configuration
- Database replication
- Technical liaison between dev teams and customers
- Resolved Tier 3 tickets
- Trained teams on PL/SQL and database optimization

Lead Technical Support Engineer, *Biggby Coffee*
10/2019 – 11/2021 | Remote, US
- SQL server administration
- AD administraion
- Automated deployments
- Managed vendor relations/hardware rollouts
- RouterOS scripting for network automation
- IT workflow documentation

Computer Engineer, *Staples*
2017 – 2019 | Monroe, United States
- Diagnosed and repaired hardware and software issues for personal and business clients
- Provided expert troubleshooting for desktops, and laptops including virus removal, OS installations, and data recovery
- Assisted businesses with IT solutions, including network setup, system upgrades, and preventive maintenance

Certificates

- AWS Cloud Practitioner
- Certified Kubernetes Administrator
- A+, Security +, Network +