

Jesse Bockelman

Curriculum Vitae

Personal Details	Address: 47A Alpine Grove, Pascoe Vale 3044 Mobile: 0450126462 Email: jesse.bockelman@gmail.com
Personal Statement	<p>I bring to any team my 7 years' experience as an IT analyst. I like to always see the bigger picture to help understand complex tech stacks and the underlying business logic. This helps me to become a skilled problem solver - whenever opportunities present themselves, I feel empowered to improve on systems, rather than accepting the way it's always been.</p> <p>I'm a people-person who enjoys interacting with others in authentic ways which has helped cultivate strong communication skills. I thrive in a team-based culture where we all succeed in delivering great outcomes as a collective no matter how challenging or dynamic the problem ahead is.</p> <p>Colleagues has described me as: Helpful, hard-working, bit of a chatterbox, considerate, cheerful with an infectious laughter, nurturing.</p> <p>Employers has described me as: Flexible, conscientious, punctual, reliable, willing to help, considerate.</p> <p>Customers have described me as: easy to relate, respectful, conscientious, wealth of knowledge, empowering.</p>
Programming Languages and Other Skills	<p>Hosting my own portfolio website, jessebockelman.me my 3 years developer experience is:</p> <ul style="list-style-type: none">• Burger Builder Project with React+React Redux Front end, with a noSQL + Java Backend + OAuth2.0 Services for spoof payment processing• Full-stack E-Commerce App Project Angular Front End, MySQL and Java Spring Boot application backend + OAuth2.0 services + REST API's• Thrillio multimedia review platform with Java servlets and containers in an MVC design pattern for Front end + MySQL backend• DevOps exposure by building up my own LEMP stack (Linux, Nginx, MySQL, PHP)• HTML 5 / CSS / general JavaScript via general CSS tricks page <p>In my experiences before hosting portfolio website (including back-end development):</p> <ul style="list-style-type: none">• Proficient with C/Java (standard + EE) /HTML 5 (preference in that order)• Good exposure to F#, Python, XML, CSS, MySQL• Quick and pro-active learner with new languages• ITIL 4 Foundation Certification<ul style="list-style-type: none">○ Certificate Number: GR671008417JB○ Candidate Number: 9980009553469186○ On Successful Candidate Register List for verification• Demonstrated Strong Interpersonal skills:<ul style="list-style-type: none">○ Stakeholder engagement and communication○ Vendor engagement and assessment; technical detail specification○ Supporting a nurturing culture within team and colleagues• Customer focus thinking<ul style="list-style-type: none">○ Discovering opportunities to improve tech stacks for better experience and support○ Problem solving and experience with triaging of customer issues

Employment History

March 2022 – Present

Senior Analyst Engineer (Full time) - Credit Risk Division, NAB

Level 35, 395 Bourke St, VIC 3000

Responsibilities:

- Technical support
 - Support of Java/Spring Boot components hosted on cloud (Microsoft Azure)
 - Fullstack Integration solution such as consuming RESTful API's / SQL processing / XML outputs to vendor based SaaS cloud solutions
 - Operational duties including Azure Kubernetes Service deployments
 - Microsoft Azure environment support, including Azure DevOps
 - Supporting the Development team, including GITHUB review codes and approval of PR's for component releases
 - Database (PostgreSQL) maintenance / support
 - Development and operation of Bash / powershell scripting
- Job automation experience (Control-m SME) for Credit Risk
- Quality Assurance support
 - Full end-to-end business/functional testing including MQ support (ISACC), J-unit testing
 - QA automation testing tool exposure with CITRUS / J-Unit
 - Front end webservice / API testing
- Production Support
 - Strong customer focus with ticketing/ad-hoc email support
 - Supporting stake holder deliverables whether they be Project managers, Department Leads, etc
 - Agile methodology of work with daily standups, kanban boards and delivery focus (Rally, Confluence and JIRA experiences)
- ITIL Support
 - Supporting Incident & Change Management
 - Vulnerability remediation of tech stack

January 2018 – March 2022

Level 1 Technical Support Officer, SecurePay/POLi, Exhibition St (CBD) Full Time

Responsibilities:

- Subject Matter Expert for POLi Support;
 - QA for Merchant applications
 - 1st Escalation Support
 - Complaint resolution
 - Change requests
 - Operations Management
 - Team Leader responsibilities
 - Team Training
- Phone/Email Support for 3 Online Payment Services (NAB Transact/SecurePay/POLi)
- Ticket Incident Management based on ITIL practises
- HTML inspection of merchants website for more technical support
- Assistance with Reconciliation for merchants

Education/Training

January 2009 – September 2014

University Of Western Australia

Bachelor of Computer & Mathematical Science

- Undergraduate course
- Applied Mathematics & Computation Majors
- GPA of 4.276
- Current Course Weighted Average Mark of 61.233

Referees are available upon request