**John Clayton Setterlund**

**Allen, TX 75013| (346) 213-3630 | claytonsetterlund@hotmail.com | https://www.linkedin.com/in/john-setterlund-4935706a/**

**EDUCATION**

**Texas Tech University, Rawls College of Business** Lubbock, Texas

*Master of Science, Data Science*  August 2016

**Texas Tech University, Rawls College of Business** Lubbock, Texas

*Bachelor of Business Administration, Management Information Systems* May 2015

**TECHNICAL SKILLS**

Languages (Developed and maintained in) and Frameworks:

Java (8 and 7), Python, SQL, NoSQL, Groovy, .NET, XML, JSON, Spring, Spring Boot, Spock, Kibana, Azure SDK, R, pandas and math library for Python

Infrastructure:

Tomcat, IBM WebSphere, OpenShift, Amazon Web Services (AWS), Azure, Azure Storage, Azure Cache for Redis, Jenkins, Hibernate, JDBC, SOAP, REST, Microservices, Apache Kafka, Windows CE, CentOS Linux, other Linux servers using BASH, MongoDB, Oracle Database, Microsoft SQL

IDEs/Tools:

Eclipse, IntelliJ IDEA, Visual Studio 2019 and 2022, VS Code, Postman. SOAPUI, Prometheus, ServiceNow (SNOW), Atlassian (Jira and Confluence), Microsoft SQL Server Management Studio, RStudio, Tableau

**EXPERIENCE**

**Microsoft** Irving, TX

*Azure Storage Support Engineer*June 2021-July 2022

* Organized and led customer communications (in multiple time zones) to troubleshoot their issues with Azure, not limited to Storage and Redis Cache
* Assisted API team with design and refine Azure Storage products based off customer feedback
* Examined customers’ development team’s Rest API calls made with C#, Java, Python, PowerShell clients. Also worked with Azure Data Bricks, Data Factory, SQL driver, and other tools and services
* Managed multiple support cases daily in Dynamics and drove them to completion

Achievements:

* Increased customer satisfaction by 10% after the 6 months from when I stared
* Reduced the SLA turnaround time to 15 minutes depending on entitlement from an hour when I joined

**Softworld Inc.** Plano, TX

*Full Stack Developer* March 2020-April 2021

Part of a scrum team of seven as an associate developer, and wrote microservices for the client bank’s AML division and deployed and supported them until a handoff was completed

* Installed, customized, and integrated commercial software packages
* Facilitated root cause analysis of system issues
* Worked with team members to conduct root cause analysis of issues, review new and existing code and/or perform unit testing, integration testing as well as performance, regression testing as needed
* Identified ideas to improve system performance and impact availability
* Created system documentation/play book(s) and participated as a reviewer and contributor in backlog refinement, design and code reviews
* Partnered with experienced team members to develop accurate work estimates on work packages

Achievements:

* Wrote unit and integration tests with Spock to ensure high code quality.
* Worked on the Bank AML’s first application utilizing Kafka Streams.
* Reduced code reviews times by over half using pair programming

**Infosys Ltd.** Hartford, CT

*Application Support Developer* June 2017-March 2020

* Maintained healthcare client's Java applications and assisted them to overcome production issues, and published code fixes
* Developed web-based Java applications and documentation for project, and ensured conformance to specification and SLAs
* Leveraged analytic and technical skills to innovate, build, and maintain well managed solutions and capabilities to tackle business problems
* Led production support for applications, including identifying issues and deploying fixes
* Troubleshooted issues with applications and viewed logs in Splunk, debugged the servers in IBM WebSphere if necessary
* For issue with SOAP Services, use SOAPUI to send requests to application,
* Organized and led daily team meetings with offshore team
* Opened rapid response calls with stakeholders and infrastructure teams for production issues

**Revature** Reston, VA

*Full Stack Developer* February 2017-June 2017

* Developed Java web applications using the latest frameworks
* Spent 12 weeks in a high-pressure Agile environment with scrum methods with team
* Developed a table management solution with a team in 2-week Agile sprints using Angular, REST, Spring Enterprise, and Hibernate