

Raquel Wimberley

Production Support Engineer

Profile

Dedicated Production Support Engineer with 1 year of experience in providing efficient technical support and ensuring smooth production operations. Adept at troubleshooting issues, optimizing processes, and collaborating with cross-functional teams to drive continuous improvement. Excellent problem-solving and communication skills, with a strong commitment to quality and performance.

Employment History

Production Support Engineer at Walmart, AR

Apr 2023 - Present

- Reduced system downtime by 35% by implementing proactive monitoring and maintenance strategies, resulting in improved operational efficiency and customer satisfaction across Walmart stores in AR.
- Streamlined the incident management process, leading to a 25% reduction in average incident resolution time, which significantly minimized disruption to production operations and enhanced overall productivity.
- Successfully managed and completed the migration of 100+ applications to a new data center within the stipulated timeline, ensuring seamless transition with zero impact on daily operations and user experience.
- Developed and implemented an automated reporting system for production support metrics, enabling accurate and timely insights for decision-making, and contributing to a 20% increase in team performance.

Associate Production Support Engineer at Dillard's, AR

Sep 2022 - Mar 2023

- Successfully resolved over 95% of technical issues within the first 24 hours, resulting in increased uptime for critical systems and improved overall efficiency at Dillard's, AR.
- Streamlined the deployment process for new software releases, reducing downtime by 30% and increasing productivity across the organization.
- Implemented a proactive monitoring system that identified potential issues before they became critical, leading to a 20% reduction in support tickets and increased system stability.
- Led a cross-functional team in the successful migration of a major application to a new platform, completing the project on time and under budget while ensuring minimal disruption to business operations.

Education

Bachelor of Engineering in Production Engineering at University of Arkansas, Fayetteville, AR

Sep 2017 - May 2022

Details

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Links

[linkedin.com/in/raquelwimberley](https://www.linkedin.com/in/raquelwimberley)

Skills

Python

SQL

Linux

Docker

Kubernetes

Jenkins

Git

Languages

English

Mandarin

Hobbies

Building and repairing electronics
Programming and coding projects
Exploring new technology trends and gadgets