Jill Gavornik

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AUTOMATION / RPA DEVELOPER / ANALYST

PROFESSIONAL PROFILE / SUMMARY OF QUALIFICATIONS

Solutions-driven professional who is a versatile Developer, IT Leader, and Programmer with a strong aptitude for conceptualizing comprehensive program architectures prior to development. Proven track record of delivering customized solutions to improve business operations and profitability.

- ❖ **Award-winning,** collaborative **IT Pro** with **15+ years** of delivering **world-class customer service** to internal & external stakeholders on technical & non-technical issues.
- ❖ Troubleshooter able to foster **cross-functional, cross-continent collaboration** among teams and leaders.
- ❖ Proven ability to integrate new technologies, consistently delivering results in competitive environments.
- ❖ Demonstrated proficiency in UiPath Studio and UiPath Orchestrator, developing and integrating system connections to enable seamless execution of workflow.
- ❖ Stellar verbal and written communication & presentation skills to small or large groups.
- ❖ Excellent decision-making, interpersonal, and creative problem-solving skills.
- ❖ Organizational skills: manage priorities w/ a sense of urgency, planning, & time management.
- ❖ Strict confidentiality regarding employee, company, & financial data, and proprietary information.
- ❖ United States citizen.

EDUCATION | CERTIFICATIONS | ADVANCED TRAINING

University of South Florida – Tampa, FL
> ***Bachelor of Science – Computer Science***

Computer Programming Technical Certificate – Valencia College, Orlando, FL
GPA: 4.0 | President's List (Spring 2018 & Summer 2018)

Oracle Database 11g Administrator Certified Associate
UiPath Certified Professional Automation Developer Associate – In Progress

Advanced Skills training: Java Programming, Linux Scripting (Bash, tcsh), Perl, Awk, Sed, HTML5, CSS, JavaScript, Linux Administration, and Computer Maintenance, MySQL, and Advanced Java.

CAREER HISTORY

Entertainment Benefits Group – Orlando, FL   August 2018 – June 2024
RPA Developer *(July 2022 – June 2024)*
Programs and Tools: UiPath Studio, UiPath Orchestrator, VB.Net, PostMan, SourceTree, Bitbucket, Jira Cloud, Remote Desktop, JavaScript, jQuery, HTML, CSS, SQL, VMWare, SQL Server, MySQL, Agile.

Offer expert UiPath programming and support across the planning, creation, troubleshooting, and maintenance of RPA processes within a distributed organization, aimed at enhancing efficiency and driving revenue growth. Develop RPA solutions that streamline operations and align with organizational goals for optimal business performance.

- o Managed RPA process in **the ticket resale industry** that impacted over 10,000 transactions per day netting **labor savings of over $120,000 per year** and annual ROI exceeding $1.5 million.
- o **Led and supervised a team** of offshore employees including lead developers, junior developers, providing direction, support, and QA testing to drive project success and team cohesion.
- o Worked with stakeholders to upgrade and implement **efficient company processes**.

- Enhanced documentation for processes, including asset management, library upgrades, and workflow optimization, boosting efficiency and effectiveness across business operations.
- Saved the company over **$30,000 in labor costs per year for a hotel reservation rebooking process**. The process joins several systems: booking failure notification, rebooking, and customer notification.
- Upgraded 5 ticket resale processes to work with Jira Cloud. The processes included**: hotel bookings, merging over 500 accounting reports, providing system status report, and email processing**.
- Used UiPath Orchestrator to manage and support robotic resources and workloads, resulting in **efficient execution** through monitoring, scheduling, and asset maintenance; managed **Robot and Trigger Logs**.
- Successfully led the complex migration of UiPath processes from Jira Prem Server to Jira Cloud, improving efficiency and **generating annual savings of over $100,000**.
- **Code Migration and Standardization**: uniformity in **testing, coding**, and methodologies throughout the code migration process, including transferring assets to Orchestrator, and enforcing strict dependency guidelines.
- Applied **Agile methodologies** using JIRA to manage and execute software development projects, enhancing team visibility and communication. Led sprint tracking and task management.
- Fostered skill development and team collaboration through effective mentorship.

Technical Email Developer *(March 2021 – July 2022)*
Program and Tools: HTML5, CSS, SQL, Zeta Marketing Platform, Act-on, Photoshop, Gimp, JavaScript, jQuery, Liquid Scripting, Visual Studio Code.

Skilled in using Act-On and Zeta Marketing Platform for segmenting customer data and creating customized email distributions. Experienced in creating segmented mail lists using SQL-like queries to filter criteria based on data such as purchases, customer location, and other relevant information.

- Created triggers and segments which is used in the mail lists and executed at required intervals.
- **Led and supervised a team of employees** including providing direction, support, QA testing, and coding assistance to drive project success and on-time execution of emails.
- Converted functional wireframe specs into HTML, CSS, and liquid scripting code.
- Oversaw segmentation of an 8 million customer email list, quality, and technical execution of email and triggers.
- Monitored system for prompt execution of emails.
- Improved the process to create, send, and segment email.
- Created Liquid Scripting code that pulled information from Zeta for use in emails to customers.
- Provided training and mentoring other team members.

Web Developer *(August 2018 – June 2020)*
Program and Tools: Adobe Experience Cloud, Adobe Marketing Cloud, Adobe Target, Adobe Launch, HTML, CSS, SQL, JavaScript, jQuery, Bootstrap, Flexbox, Grid, SourceTree, Bitbucket, PHP Storm, Git, MySQL, SQLite, Sauce Labs, Eclipse.

Web Developer proficient in JavaScript, jQuery, HTML, and CSS. Created A/B Test campaigns using Adobe Target for multivariant testing on both mobile and desktop sites across multi-channel product experiences. Efficient in using Adobe Marketing Cloud and Adobe Experience Cloud, Adobe Dynamic Tag Manager, Adobe Launch, Adobe Target for testing and development. Complete testing of code using Google Chrome Developer Tools and testing on most mobile devices, Chrome, Safari, Internet Explorer, and Firefox using Sauce Labs.

- Convert functional wireframe specs into front-end responsive website / application code.
- Proficient in coding using JavaScript, jQuery, HTML, CSS.
- Experience in troubleshooting Adobe Marketing Cloud and Adobe Experience Cloud including using Adobe Target campaigns/scripts in both form and visual composer to create A/B Tests, and Multivariant tests, Multi-channel product experience tests, Adobe Dynamic Tag Manager, and Adobe Launch.
- Created pages using Node.js, JSON, and MySQL.
- Skilled at programming for Safari, Internet Explorer, Chrome, Firefox, and mobile devices using HTML, CSS, JavaScript, and jQuery.
- Bitbucket.org with GIT integration and Code delivery and using SourceTree.

- o Skilled in using Bootstrap, Flexbox, and Grid.
- o Talented in using LAMP.
- o Strong debugging, problem-solving and investigative skills.
- o Utilizing Amazon Web Services (AWS) Amazon Simple Storage Service for intermediate development of remote codebase.
- o Experience with Agile and Scrum method using Jira and Confluence to document progress of tickets and knowledge learned.
- o Expert in using Sauce Labs for testing and development of cross browser testing for both desktop (Chrome, Safari, Internet Explorer, and Firefox) and mobile devices.
- o Skilled in using New Relic Analytics, Google Analytics, Adobe Analytics for monitoring and performance of web farms.
- o Microsoft Teams Conference and Development platform to hold remote meetings.
- o Virtual Machine LINUX openSUSE and Red hat maintenance and setup for code development.

Oracle – Orlando, FL   September 2006 – June 2017
Principal Technical Support Engineer
<u>Program and Tools</u>: Oracle, SQL Server, Java, SQL, PL/SQL, ADO.Net, VB.Net, C#, OCI, C, VMWare, HTML, CSS, SQL*Plus, Microsoft Visual Studio.

Engaged with external customers on both technical and non-technical issues which ranged from creating applications, API coding issues, to production performance/crashes/hangs, software setup and installation. Analyzed complex issues, code analysis; debugging, Bug verification/diagnosis/filing, escalation, and customer management. Applied Knowledge Content generation and documentation for support portal.

- o Wrote Java applications using JDBC to connect to Oracle Database to resolve performance and execution problems; authored SQL queries and created views to aid in analyzing usage trends.
- o Created and supported internal websites using HTML and CSS.
- o Wrote PL/SQL, Stored Procedures, Functions, and Triggers; ADO.Net applications using ODP.Net against an Oracle Database.
- o Debugged and diagnosed ODP.Net coding problem using ADO.Net which caused revenue loss for customers, resulting in writing "Oracle Data Provider for .Net Best Practices" (paper still in use today).
- o Saved 2,000+ customers approximately 6% of revenue by debugging and diagnosing bad code.
- o Improved time management for customers by creating a coding database with a team that developed samples for frequent questions, boosting customer experience.
- o Guided team of engineers to code system which gathered information electronically from customers, enabling support to provide a fast, efficient customer experience.
- o Led a team of global engineers who created the documentation customers used to solve problems in ODP.Net, PL/SQL, SQL, ODBC, OLEDB, JVM, and OCI.
- o Analyzed systems to better use PL/SQL code which led to increases in performance and productivity.
- o Authored high value notes, documents, and white papers on Oracle Products & Microsoft integration to resolve problems (Oracle Data Provider for .Net Best Practices & Oracle ODBC Driver Best Practices).

AWARDS
- ❖ Multi-Award winning recipient for Outstanding Contributor for Proactive Support Service Excellence (Oracle)
- ❖ Knowledge Management Recognition Program Award (Oracle)
- ❖ Night on the Town Award (Oracle Team Member)