

# Jason Holden

An information technology professional with eighteen year's experience in systems administration, computer programming, requirements gathering, customer service, and technical support. Working across a wide range of industries and markets including call centers, energy, online learning, and web hosting.



## Work History

**Senior Programmer/Analyst/DBA**  
**<EMPLOYER NAME AND LOCATION AVAILABLE UPON REQUEST>**

Aug 2004 - Present

### Responsibilities:

- Support websites, email, and other hosted services
- Manage hosting servers for PHP, ColdFusion, MS/MYSQL, etc.
- Inhouse and customer website development
- Custom solutions in various languages (ex. Java, .NET, Ruby, PHP, VBA, VBS, etc.)
- Help customers migrate *to* and *from* competitor hosted services
- Improve development processes
- Customer desktop and server support
- Developer support

### Highlights:

- BIRT Report Server**
  - Java EE 6
  - JAX-RS for RESTful API
  - Allow upload and dynamic execution of BIRT reports
  - Use RESTful API to implement standard reporting across wide range of clients
- MDAEMON Queue Monitor**
  - Scheduled PowerShell script
  - Email when queue threshold exceeded
- Multi-protocol TCP/IP Monitor**
  - Node.JS
  - Apache CouchDB
  - Round-trip email monitor
  - SMTP receiver
  - HTTP/HTTPS monitoring
  - Simple PING monitoring
- Single Sign-On Integration (SSO)**
  - Allow client/partner to provide SSO integration
  - Multiple protocol implementation allow broad client support
    - SAML
    - LDAP
    - Token Authorization
  - Capitalized on additional client/partner opportunities
- Custom/Hosted Autodiscover Server**
  - Node.JS
  - Custom IP/port listeners
  - POX (XML) responses
  - Dynamic responses based on type of client (POP3, EXCH, etc)
  - Runs as Windows Service using ports 80 and 443
- Web based Microsoft SQL Backup Manager**
  - ASP.NET
  - End-user performs database backups on-demand
- Mobile Interface for Time Clock / Custom Ticket / Service System**
  - Cross-platform (iPhone, Android, Windows Phone)
  - JavaScript / inline search
  - Clock/In Out
  - Status Selection
  - Service Order Editor
  - Customer lookup
- Proximity Zip Code Locator**
  - SQL 2008 Geography Functions/Data

- Output using Google Maps
- ColdFusion based LMS (Learning Management System)
  - SCORM 2004 compliant
  - Flexible architecture allows easy implementation of *other/custom* APIs
  - Upload, verify, deploy packages
  - Store SCO data in persistent database
  - jQuery based plugin for client/server interaction
  - Amazon CloudFront for content delivery
- Time clock application for use by company employees
  - Payroll Reporting
  - Touch Screen and Mobile Interfaces
  - Notices to employees when not clocked in/out at scheduled time
  - Sick/vacation time calculations and scheduling
  - Status Selection
  - On-Call Scheduler and notifications
  - Graphical/statistical reports
- Simplified content management system (CMS) for client websites
  - Customized per client needs
- ColdFusion based email "heartbeat" to continually monitor SMTP/POP3 servers
  - Send email notice when server is down
  - Configurable polling parameters
- Browser based "File Explorer"
  - Java based multiple file upload widget
  - Based on Yahoo UI
  - Download multiple files as ZIP
  - Send file package links via email
- Setup website development lifecycle process
  - Subversion source control
  - Testing/publishing procedures
- Offline data synchronization process for client with remote agents
- Flash based training application for online training facility
  - Configurable by client
  - Quizzing and data collection
- Integrated MapPoint with client site for GPS plotting
- Music download site
  - Secure sheet music publishing
  - Secured MP3 downloads
  - Robust catalog management
  - Custom report generation
  - Custom e-commerce shopping cart

**Programmer/Analyst/DBA**  
**<EMPLOYER NAME AND LOCATION AVAILABLE UPON REQUEST>**

Jul 1999 - June 2004

**Responsibilities:**

- Gather client requirements to develop sales and verification scripts for call center representatives.
- Help existing clients to streamline and refine business processes.
- Support multiple servers (MS SQL 2000, MS Exchange 2000, and IIS).
- Custom solutions for client integration in various languages (ASP, .NET, PHP, ColdFusion, etc.)
- Maintain company web site and client portal.

**Highlights:**

- Custom Message Queueing service layer and API for assured data delivery.
- Backend process to allow clients to transmit data to in-house servers via HTTP and FTP. This streamlined the agent interaction process.
- Process to allow scripts to be dynamically shown to call center representatives based on number used by the client to call our systems.
- Web interfaces to allow clients to view various daily call reports in Excel and PDF format.
- Searchable web based interface for client recording review and download.

## **Certifications**

MCITP: Database Administrator 2008

MCTS: Microsoft SQL Server 2008, Implementation and Maintenance

## Skills and Technologies

Apache CouchDB (Install/Administration/Support)  
Apache HTTP Server (Install/Administration/Support)  
ASP Classic / .NET  
Business Intelligence (BI)  
ColdFusion (Install/Administration/Support/Development)  
DevOps (<http://en.wikipedia.org/wiki/DevOps>)  
Full-stack Development  
Git  
Hosting, service, and call center oriented IT  
Java EE 6 (Web Profile)  
JavaScript  
JIRA (Install/Administration/Support)  
Microsoft SQL Server (Install/Administration/Support) 🐞  
Microsoft Exchange Server (Install/Administration/Support)  
MySQL (Install/Administration/Support)  
Node.JS  
PHP (Install/Administration/Support | WordPress/Joomla/Drupal)  
PowerShell  
Ruby for System Administration  
Subversion (Install/Administration/Support)  
Systems Integration  
Telephony (3CX®/ACD/Automated Attendant/IVR)  
VB.NET  
VBScript for System Administration  
Visual Foxpro

## References

Available upon request.