

Jason Holden

An information technology professional with seventeen 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.