

Summary of Qualifications

- Acquired 3 years of Java and JSP development experience.
- Gained 3 years PHP and XHTML experience.
- Worked for 4 years developing SQL using MySQL and Oracle Database.
- Administered a 60,000 user Learning Management System (Blackboard Learn) for 2 years.
- Designed and developed an application handling a University's most important academic process: student grading.
- Provided top level (tier 3) customer support.
- Developed tools used by more than 60,000 users.
- Reengineered tier 2 support to make them more flexible and efficient.
- Attained a Bachelor of Arts in Anthropology.
- Completed 50 hours of computer science course work, including 40 hours in upper division electives.

Professional Experience

Developer, University of South Florida IT, January 2009 to Present

Project: eGrades

- eGrades is a fully automated grading system utilizing the Learning Management System (LMS) grade book to prepare and submit final grades to a Student Information System (SIS).
- This important application processes more than 300,000 grades and is used by 3,000 faculty each year.
- The previous developer wrote the application hastily. The Registrar required changes to the application which were determined too costly and high risk given the state of the code. My team leader tasked me with rewriting the application while maintaining the UI and workflow.
- The new code follows good documenting practices including in-line comments, Javadocs, and a stand alone manual.
- New features included grade confirmation and past term grade changes. These were previously manual paper processes. Including these processes allowed five positions to be repurposed, saving more than \$150,000.
- Regional campus autonomy is a strategic goal of the University, and modifications made to this software meant they no longer need to depend on the System to process grade changes.
- Students now see grade changes immediately once they are approved. Previously they waited as long as four weeks.
- The new version removed a constraint on faculty grading saving clerical and support staff hundreds of hours of work each year.

Project: Quick Course List

- The default course list on our LMS lacked organization – burdening users with long unsorted course lists.
- My solution utilized Ajax and JavaScript to provide collapsible folders and the ability to hide courses that aren't being used.
- We received fewer support calls regarding missing courses.
- Because it also notified instructors that they needed to submit grades, submission rate increased from 94% to 97%.

Project: Impersonate

- Impersonate allows Blackboard Learn administrators to use the system as any other user.
- Impersonate is open source and used by a dozen institutions.
- Using this simple tool reduced ticket resolution time for escalated cases by 10% saving about \$3000 each year.

Application Administrator, University of South Florida IT, February 2006 to January 2009

- Restructured tier 2 customer support. The average incident resolution time was more than 48 hours. I organized the purchase of newer computers that ran support software quicker. I also moved the group to a larger room allowing more staff at peak times. Average resolution time decreased to 24 hours and the non-rehire of one part-time position saved \$12,000 per year.
- Developed a Standard Operating Procedure document to detail procedures for operating the administration of our LMS. It documents both routine procedure and contingencies for emergencies in case primary admins are unavailable.
- Co-designed multi-site hosting strategy for higher availability.
- Provided tier 3 customer support.

PHP Developer, University of South Florida Academic Computing, June 2004 to February 2006

- Created various web based tools to assist technology trainers.
- Developed and maintained a course scheduling system. This web application increased attendance and punctuality of trainers.
- Wrote a job application database for student positions.
- Maintained a Linux web server hosting training applications and materials.

Technology Trainer, University of South Florida Academic Computing, July 2001 to June 2004

- Created a three day "bootcamp" course immersing students in web development.
- Taught a wide variety of desktop applications for faculty and students.
- Taught faculty how to use the Learning Management System.