

JASON SMITH

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QUALIFICATIONS PROFILE

Solutions-oriented **Information Technology Professional** with a proven track record of providing effective project management, Website development, systems administration, and hardware/software support services to a diverse client pool. Customer-focused, with the ability to build relationships while offering unique solutions to complex information technology problems. Looking to transition more than seven years of generalist experience into a mid-level professional position, encompassing the technical project management aspects of eBusiness application integration, including wireless, security, networking, and process improvement.

- Broad conceptual knowledge with solid technical foundation.
- Successful in implementing customized applications into heterogeneous development environments.
- Strong background collaborating between engineering support functions and high-level clients.
- Skilled project leader; able to direct multiple tasks effectively and leverage innovative software and tools.
- Member of numerous local and national IT-related associations.

TECHNICAL BACKGROUND

Operating Systems:	MS-DOS, UNIX, Windows (9x, NT, 2000, XP), Red Hat 9.0
Protocols:	TCP/IP Suite
Hardware:	Modems, Routers/Gateways, Firewalls, Wireless NIC, USB 2.0, Notebook PCs, Workstations
Software:	Microsoft Office, Microsoft Project, Group Wise, BroadVision, Vignette StoryServer, FrontPage, HomeSite, Silk Performer, Test Director, Norton, McAfee, Visio, WebEx, SurveyMonkey, Zoomerang, cPanel, MailMan, YahooGroups, Network Solutions, VeriSign, TRUSTe, PayPal development, IM Clients, Acrobat, Virtual PC
Server Software:	IIS 5.1, FrontPage Server Extensions, Web Trends Enterprise, SSH/Telnet, iPlanet
Languages:	HTML, DHTML, CSS, CGI
Certifications:	Master CIW Designer (MCIWD), Network+, iNet+, eBiz+, A+

PROFESSIONAL EXPERIENCE

City, State 2001 – Present

IT Solutions Specialist

Currently functioning as an information technology professional serving small to medium-size businesses. Manage day-to-day business operations for all clients, while providing ongoing site maintenance, content management, and complete networking and technology support related to system administration, user-interface/usability, process improvement/change management, and functional enhancements.

Key Achievements:

- ◆ Provide on-demand remote access support to clients during site outages, addressing script errors, local network issues, content management issues, and other site-specific problems.
- ◆ Develop, implement, and manage site migration processes to new hosting vendors as needed, resulting in less than 2% downtime.
- ◆ Implement list management and e-mail marketing services to enable continuous networking capability for clients.
- ◆ Integrate eCommerce applications from 'parent' sites to 'child' organizations, ensuring compliance and adherence to performance standards.
- ◆ Provide design consulting, content and functionality release management, and transactional functionality (including secure server certificates) for all clients.

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ABC, INC., City, State

2000 – 2001

Program Manager – Client Services

Provided technical leadership for large-scale corporate Web development projects (\$50K to 950K), overseeing site development, testing, and change requests. Translated client requirements into detailed project plans, generated proposals for site development, and assembled appropriate technical resources. Participated in pre-sale and cross-selling efforts, while serving as key member of project-related steering committees. Mentored junior-level project coordinators.

Key Achievements:

- ◆ Managed multiple Web-development projects for key corporate clients, consistently transferring deliverables on-time and under budget.
- ◆ Rescued and redefined orphaned projects, avoiding scope creep and adverse affects to project milestones.
- ◆ Developed specifications for change management and reporting engines. Used Test Director and Visual Source Safe to manage the quality assurance process.
- ◆ Applied software design life cycle (SDLC) and other design methodologies to streamline and standardize the Web development process.

ANY INSURANCE GROUP, City, State

1996 – 2000

Sr. Systems Analyst – Applications Integration (1999-2000)

Built and maintained front-end functionality for eCommece vertical marketing Websites. Developed, configured, and modified templates and components using customized content management system (CMS), completed day-to-day content/application management tasks, and spearheaded the requirements gathering process for key applications.

Key Achievements:

- ◆ Collaborated with third-party vendors to accomplish system-wide software integration.
- ◆ Championed the change management process, overseeing functionality, new content releases, site statistics, domain name registration and maintenance, and privacy/security concerns.
- ◆ Teamed with technical specialists to validate designs based on user specifications. Used Silk Performer to manage the quality assurance process.

Project Coordinator – Application Development (1996-1999)

Managed conceptualization, build, implementation, and quality control aspects of grass-roots Web development effort, overseeing content management, HTML programming, domain name management, and site promotion. Developed technical specifications for site projects, while functioning as primary Web development contact for vendor-related services.

Key Achievements:

- ◆ Communicated and demonstrated importance of Intranet/Internet presence to corporate officials, paving way for executive buy-in and subsequent site development.
- ◆ Facilitated design and implementation of enterprise Intranet and 10 corporate Websites.
- ◆ Functioned as point-of-contact for vendor-related services, while overseeing \$100K Web budget.

EDUCATION / TRAINING

UNIVERSITY OF CITY, City – 3.20 GPA

Bachelor of Science Degree, Human Development (1995)

Professional Training:

- TECHNICAL SEMINARS & WEBCASTS – *Various* (2001 – Present)
- MICROSOFT PROJECT 98 INTRO & INTERMEDIATE – *ExecuTrain* (1999)
- IT SYSTEMS ANALYSIS & DESIGN – *American Management Association* (1998)
- WEB DEVELOPMENT & DESIGN – *Learning Tree International* (1997)

Independent Study:

- JavaScript, RUP, PERL, Apache, DNS, XML, SQL, UNIX, CSS, DHTML, Usability, Networking, DOS, TCP/IP, Linux, and Technical Writing
- Pursuing CIW Server Administration, CIW Web Site Manager, PMP, IT Project+, MOUS Project, and MCSE