



Jonathan Carlson

705 Larry Drive, Madison, AL 35758

W: (866)-593-0664 Ext: 15845 ♦ H: (256)-513-6210 ♦ C: (256)-665-8512

JonathanCarlson3712@Hotmail.com ♦ Jonathan.C.Carlson@SSA.gov

SUMMARY OF QUALIFICATIONS

Experienced federal employee with a strong business background and a passion for software engineering. Skilled in various programming languages, public relations, teamwork, leadership, planning, technical writing, etc. Seeking to apply my problem-solving skills in a software based career.

Programming Languages Proficiencies:



C++



Python



HTML 5



CSS



JavaScript

Program Languages Studying:



Java



php



ORACLE



MySQL

EDUCATION

Bachelors of Art Degree:

Brigham Young University-Idaho
December 2005

Major: Organizational Communication

Minor: Business Management

Emphasis: Public Relations

Bachelors of Science Degree:

Brigham Young University-Idaho
December 2019

Major: Software Engineering

(Currently perusing)

FEDERAL EXPERIENCE

Social Security Administration

4970 Research Drive NW
Huntsville, AL 35805

BENEFIT AUTHORIZER (Birmingham, AL)

March 2009 - July 2013

SERVICE REPRESENTATIVE (Huntsville, AL)

July 2013 - Present

Responsibilities:

- Maintain federal databases, correct system exceptions and protect personal information.
- Make determinations and take necessary actions to award federal benefits to applicants.
- Compose technical documents including training manuals and public correspondences.
- Responsible for financial accounting of payments and calculating benefit amounts.
- Work in teams to oversee the distribution of over \$109 million dollars per month.

Major Accomplishments:

- Sustained production levels equal to that of any other two employees in the same position.
- Exceeded fiscal operating goals on a regular basis and motivated co-workers to do the same.
- Designed a training manual and taught classes to SSA management on using MS office programs.
- Developed an automated software program that determines the correct pay status of beneficiaries entitled to multiple benefits in complex situations. Adopted agency-wide in 2010.

COMPUTER AND SOFTWARE SKILLS

Operating Systems and Software Proficiencies:

- Windows (all versions), MAC, Linux (Debian and Red Hat – Ubuntu, Fedora, Mint, etc.), Android.
- MS Office (expert), Adobe design programs, Visual Studio, and various open source programs.
- PC hobbyist. Build and setup PCs for personal and professional use. Adept troubleshooter.

Coding Projects:

- Web design and development experience in HTML, CSS, JavaScript, and PHP.
See interactive sample website at: sra.photographybyshannon.com.
- Designed a virtual microprocessor using logic gates, binary/hexadecimal code, and truth tables.
Video demonstration available at: https://www.youtube.com/watch?v=nU8hoh_9GtA

Cyber Security:

Courses completed on cyber security and ethical hacking from BYU-I and Social Security. Receive annual training and updates on the latest in cybercrime and safeguarding federal records and government equipment. Working toward **Comp TIA security +** certification.

ADDITIONAL INFORMATION

Security Clearance

Eligible for any level of security clearance. Clean federal employee background.

Language Skills - Russian

Fluent in reading, writing, and speaking Russian. Served a two-year humanitarian aid mission in Russia and Belarus (Feb. 2000 – Jan. 2002). Organized philanthropic events such as teaching English lessons, working in hospitals, day camps, schools, churches, and on farms.

Community Involvement

Church leader and Sunday school teacher- 2000 to present. Organize and host community and social events. Counseled and gave consulting advice to individuals on personal matters. Teach weekly Sunday school lessons and preach sermons. Regular community service involvement.

Work Ethic

Motivated, accommodating, cooperative, team player. Enthusiastic about learning new things. Creative and innovated. Excellent problem solving skills. Always seeking to go above and beyond and make a positive difference in my work environment and in society.