**Jonathan Carlson**

705 Larry Drive, Madison, AL 35758

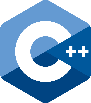
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**SUMMARY OF QUALIFICATIONS**

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:**

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**C++ Python HTML 5 CSS JavaScript BASH**

**Program Languages Studying:**

**EDUCATION**

**Bachelors of Art Degree:**  Major: Organizational Communication

Brigham Young University-Idaho Minor: Business Management

December 2005 Emphasis: Public Relations

**Bachelors of Science Degree:** Major: Software Engineering

Brigham Young University-Idaho (Currently pursuing)

December 2019

**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 correspondence.
* Take responsibility 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 set up 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*](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**

**DD**

**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. Teach weekly Sunday school lessons and preach sermons. Regularly participate in community service and local events.

**Work Ethic**

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