

# Jonathan McCumber

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Coralville, Iowa, United States

Email: Jmccumber12345@gmail.com

Phone: (303) 909-7174

Portfolio: <https://jmccumberio.github.io/portfolio/>

LinkedIn: <https://linkedin.com/in/jon-mccumber-3505b212b>

## Summary

Adaptable and purposeful Sr. Application Engineer and former Development Manager with 5+ years of experience across SaaS operations, technical leadership, and cross functional team management. I am skilled in improving complex systems, incident resolution, automation, and mentoring technical support teams. Deep expertise with Active Directory, Azure Active Directory, SQL Server, networking, cloud services, and enterprise SaaS solutions. Known for driving operational excellence, fostering collaboration, and delivering reliable, scalable platforms.

## Experience

### SPS Commerce

Sr. Application Engineer

Dec 2023 – Apr 2025 | Remote, United States

- Delivered technical leadership for a global SaaS platform, improving performance through advanced monitoring, automation, and cross-functional collaboration with Product and Development teams.
- Resolved escalated incidents, mentored Tier 1 and 2 support teams, and managed 24/7 on-call rotations to uphold SLAs and client satisfaction via initiative-taking EDI network troubleshooting.
- Drove process improvements and knowledge-sharing initiatives, enhancing system reliability and operational efficiency while ensuring best-in-class VAN Services.

## Manager I, Development

Aug 2022 – Dec 2023 | Remote, United States

- Managed a team of individual contributors across a spectrum of technical and customer-facing roles, from associate to senior levels.
- Built relationships of trust with direct reports through coaching, employee development, and performance management.
- Collaborated with development and product teams to deliver on product roadmap dependencies.

## Software Engineer

Jan 2022 – Aug 2022 | United States

- Supported the development and maintenance of SaaS applications, ensuring stability and scalability across integration endpoints and EDI services.
- Engaged in cross-functional initiatives with Product and Support teams to drive continuous improvement.

## NetSource One

Systems Engineer Tier 2

Jun 2021 – Jan 2022

- Optimized troubleshooting to boost system support and improve communication with end-users.
- Reviewed and analyzed security logs to find and alleviate network threats.
- Installed server and networking hardware, completed software updates, and assessed security patches for optimized computer use.
- Promoted to a specialized team authorized to work with government, financial, and healthcare clients under CJIS, HIPAA, SOX, and GLBA regulations.
- Led the Microsoft Autopilot project, reducing costs and labor through white-glove workstation distribution.

## System Engineer

Aug 2020 – Jun 2021

- Provided IT support for Microsoft operating systems, VMware, and Citrix virtual environments.
- Supported Windows Server, Exchange, SQL, SharePoint and implemented disaster recovery solutions.
- Maintained documentation and managed patch updates for server environments.

## **ZOLL Data Systems**

Technical Support Representative

Sep 2019 – Aug 2020

- Troubleshoot SQL database, Windows environments, and network issues for ZOLL's ePCR software.
- Documented repair processes, drafted user manuals, and improved technical support procedures.

## **Retail Data Systems Sr.**

Support Technician

Aug 2018 – Sep 2019

- Installed, repaired, and supported point-of-sale hardware, software, and networking systems.

## **Education**

Metropolitan State University of Denver

Computer Information Systems, Network Systems and Administration

Community College of Aurora

Computer Information Systems, Network Systems and Administration

## **Certifications**

- MS-100 Microsoft 365 Identity and Services – Microsoft (Feb 2021) – Credential ID: 990844587
- PowerShell: Automating Administration – LinkedIn (May 2020)
- IT Service Desk: Service Management – LinkedIn (Apr 2020)
- Data Visualization for Data Analysts – LinkedIn (Jan 2020)
- Introduction to AWS for Non-Engineers: 1 Cloud Concepts – LinkedIn (Jan 2020)

- Learning SQL Programming – LinkedIn (Jan 2020)
- Programming Foundations: Databases – LinkedIn (Jan 2020)
- SQL Essential Training – LinkedIn (Jan 2020)
- SQL: Data Reporting and Analysis (2016) – LinkedIn (Jan 2020)
- Windows 10: Advanced Troubleshooting for IT Support – LinkedIn (Jan 2020)
- Windows Server 2019: Install and Configure Active Directory – LinkedIn (Jan 2020)
- Networking Foundations: Protocols and CLI Tools – LinkedIn (Oct 2019)
- Windows Server 2012 R2: Deploy, Manage and Maintain Servers – LinkedIn (Oct 2019)

## **Skills**

Cloud & Infrastructure | Microsoft 365 | Azure | AWS | PowerShell | SQL | Networking | Windows Server | SaaS Operations | Technical Support | Incident Management | Automation | System Reliability | Leadership and Mentorship | Process Improvement

## **Honors & Awards**

NSLS Member – The National Society of Leadership and Success (Jan 2020)

Marquis Who's Who – Honored Listee (Aug 2024 – Dec 2029)

## **References**

Available upon request.