Jacob Simmons

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OBJECTIVE

Focus my career on development of desktop and browser applications to apply my current knowledge of information technology and cultivate diverse skills as a software developer.

EDUCATION

Friends University   Graduated May 2011
B.S. Double Major: Computer Science & Information Systems
                      Management Information Systems
Minor: Business Administration

WORK EXPERIENCE

Business Systems Analyst, Flint Hills Resources, Wichita KS   01/2015 – Present
- Own support for 60 diverse applications across numerous sites
- Proactively identify problem areas and maintain visibility of current issues
- Troubleshoot business user problems
- Transfer knowledge through documentation and peer communication
- Maintain after-hours support for critical issues
- Take ownership of problems and follow through with resolutions
- Manage workloads and delegate issues to team members
- Coordinate vendor and user communication to resolve issues

Software Developer, Flint Hills Resources, Wichita KS   05/2012 – 01/2015
- Estimate and complete work items efficiently
- Interpret user requests from tickets and meetings
- Coordinate with ASAs and end users to execute production environment migrations
- Creation and maintenance of ETL processes using Informatica and Windows batch jobs
- Configure system process automation, alerting, and scheduling through Automic
- Operate through TFS 2013/2010 source control and work item management tools
- Worked consistently on three to four projects at a time
- Coordinate with third party vendors and companies to resolve user issues
- Utilize TSQL, PLSQL, and MS Access databases
- Apply VB.net, JavaScript, VB6, Silverlight, and C# to support and enhance applications

Programmer Trainee, NOMISe Systems Inc, Wichita KS   04/2010 – 05/2012
- Troubleshoot VB.net web-based application
- Redesign the web application user interface using CSS and Infragistics controls
- Develop application appearance and user control flow

Help Desk & Desktop Technician, Friends University, Wichita KS   01/2008 – 12/2010
- Answer phone calls from students and faculty
- Reply with solutions to technical problems through email
- Troubleshoot and fix computers with hardware and software problems