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John Van Note

Experience

- Feb. 2016 to Current **Software Support Engineer**, *Corporation Service Company*, Wilmington, DE.
Technologies used: Java, Groovy, Python, BASH, Apache HTTP Server, Apache Tomcat 1.7, IIS 7/8, Oracle Weblogic 12c, Oracle Database 11g, GitHub, VirtualBox.
- Designed and developed a Groovy-based application, which automated a previously manually-compiled monthly application performance index. This aggregated data from multiple reporting tools leveraging the Splunk SDK for Java and reading from an Oracle 11g database backend.
 - Engineered and supported the implementation of enterprise ETL and Business Intelligence Reporting tools across four environments, spanning more than fourteen application servers. Participated in planning, configuration, and troubleshooting of all server related issues.
 - Developed a solution to remediate application latency in an Apache Tomcat application by creating an extensible custom Python library to execute BASH commands on RHEL servers.
 - Authored a variety of BASH scripts to remediate Unix server issues.
- Mar. 2015 to Feb. 2016 **Technical Application Support Engineer**, *Corporation Service Company*, Wilmington, DE.
Technologies used: Groovy, VBA, BASH, Splunk, GitHub, SVN, Apache Tomcat 1.7, IIS7, Oracle Database 11g.
- Automated reporting processes using VBA, which parsed data and generated charts in Microsoft Excel with a single click as opposed to a manual process.
 - Maintained a legacy Grails Application, fixing application defects, and extending functionality.
 - First responder and level one support for over 10 applications and their respective servers.
- Oct. 2014 to Jan. 2015 **Technical Support Engineer**, *Solve Media, Inc.*, Philadelphia, PA.
Technologies used: JavaScript, VBA, Perl, PHP, Python, Ruby, Java, .NET, VMWare Fusion.
- Provided technical support to customers integrating open-source CAPTCHA technology in a variety of languages/frameworks including Perl, PHP, Python, Ruby, JSP (Java), and ASP.NET. This included supporting web plugins for various open-source content management systems, such as WordPress.
 - Estimated customer availability across geographic targets using JavaScript and VBA to automate the process, which reduced overall estimation time by over 80% and improved reliability.
 - Completed code reviews and quality assurance tasks on existing libraries and plug-ins.

Education

- Sept. 2008 to Jun. 2013 **Bachelor of Science in Business Administration, Minor in Computer Science**, *Drexel University*, Philadelphia, PA, 3.59 GPA.

Technical Tools

- Programming/Scripting Languages: Python, Java/Groovy, C/C++, BASH/Shell, VBA, JavaScript, Ruby.
- Development Tools: GitHub, SVN, IntelliJ, Eclipse, iTerm 2, Sublime Text 2.
- Web Servers: Apache HTTP Server, IIS, Apache Tomcat, Oracle WebLogic.
- Operating Systems: RedHat Enterprise Linux, OSX, Windows.
- Database: Oracle Database.