6210 Belcrest Road, Apt. 1438
Hyattsville, MD
20782
℘ 215.518.0823
✉ johnlvannote@gmail.com
🖰 https://github.com/JohnVanNote

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 7, IIS 7/8, Oracle Weblogic 12c, Oracle 11g, GitHub, VirtualBox.
- Developed a solution to remediate application server slownesss issues using a custom Python library I developed to execute BASH commands on Apache Tomcat server.
- Engineered and supported the implementation of an enterprise ETL tool across four environments, spanning more than twelve application servers.
- Designed and developed a Groovy application to generate an automated application performance index report on a monthly basis. This report aggregated data from multiple reporting tools including using the Splunk SDK and reading from and Oracle 11G database backend.
- Engineered and implemented production Business Intelligence Reporting tool.
- Developed fine-grain procedures for upgrading enterprise Capture and Process management using ned Oracle E-Business Suite backend.

Mar. 2015 to Feb. 2016 **Technical Application Support Engineer**, *Corporation Service Company*, Wilmington, DE.
Technologies used: Groovy, VBA, BASH, Splunk, GitHub, SVN, Apache Tomcat, IIS, Oracle 11g.
- Automated monthly reporting using VBA to parse data and generate charts in Microsoft Excel.
- Individually maintained a legacy Grails Application, fixing application bugs and extending functionality.
- First responder and level one support for over 10 applications including: Apache Tomcat instances and IIS servers.

Oct. 2014 to Jan. 2015 **Technical Support Engineer**, *Solve Media, Inc.*, Philadelphia, PA.
Technologies used: JavaScript, VBA, Perl, PHP, Python, Ruby, Java, .NET, VyprVPN, VMWare Fusion.
- Provided technical support of external customers integrating open-source CAPTCHA technology in a variety of languages/frameworks including Perl, PHP, Python, Ruby, JSP (Java), and ASP.NET. This also included supporting plugins for various open-source content management systems, such as WordPress.
- Used JavaScript and VBA to automate a process estimating customer availability across geographic targets reducing, overall estimation time by over 80% and improving 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*.

Computer skills

- Programming/Scripting Languages: Python, Java/Groovy, C/C++, BASH/Shell, JavaScript, VBA, Ruby.
- Technologies: GitHub, VirtualBox, IntelliJ, iTerm2, SVN.
- Servers: Apache HTTP Server, IIS 7/8, Apache Tomcat 7, Oracle WebLogic 12c.
- Operating Systems: RedHat Linux, OSX, Windows 2012 R2.
- Database: Oracle 11g.

Honors

- Eight-time Drexel Univeristy Dean's List recipient
- A.J. Drexel Scholarship recipient, 2008 to 2013