Jason Jones

Software Engineer / Educator

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SUMMARY

Creative and adaptable software engineer with 10+ years of experience specializing in computer science education and distributed software systems. Works closely with collaborators and stakeholders, leveraging in-depth technical acumen, creative problem-solving skills, and a learning-oriented mindset to quickly build knowledge of application domains and develop efficient, scalable solutions to real-world problems.

PROFESSIONAL COMPETENCIES

Core Skills: Knowledge Acquisition | Design Patterns | Distributed Systems | Artificial Intelligence
Methodologies: Agile (XP, Scrum) | Unified Process (RUP, AUP) | Spiral | Waterfall | CI/CD | TDD
Languages: C/C++ | Java | C# | VB | Python | JS | TypeScript | SQL | PHP | HTML | CSS | JSON | XML
Frameworks: Xamarin | Electron | React | Angular | Bootstrap | Node | jQuery | ASP.NET | Laravel
DB Systems: Relational (MySQL/MariaDB, Oracle, PostgreSQL, SQLite) | NoSQL (Neo4J, Mongo)
OS: Linux (Debian, Ubuntu, Red Hat) | Windows 11 & earlier | MacOSX | UNIX | Android | iOS
Software: MS Office | Visual Studio | IntelliJ | Git | Jira | Salesforce | Substance | Blender | Unity
Attributes: Exceptional critical thinking, problem solving, analytical, and knowledge acquisition skills, great communication/collaboration skills, strong mathematics and writing skills.

EDUCATION

EAST TENNESSEE STATE UNIVERSITY (ETSU), Johnson City, TN
Master of Science (All But Thesis) – Computing Department, GPA: 3.9
Concentrations: **Applied Computer Science**
Thesis Topic: "Utilizing Semantic Networks for Phenomenological Modeling of Fictional Narrative"
Selected Courses: Artificial Intelligence, Distributed Systems, Interactive Graphics

Bachelor of Science – Computing Department, Magna Cum Laude, May 2014
Concentrations: **Computer Science**, **Information Technology**
Accreditation: Computing Accreditation Commission (CAC) of ABET
Honors: Upsilon Pi Epsilon, Golden Key Honor Society
Selected Courses: Information Security, Database Advanced Topics, Data Structures

WALTERS STATE COMMUNITY COLLEGE (WSCC), Morristown, TN
Associate of Science – Mathematics, Magna Cum Laude, May 2014
Honors: 2013-2014 Outstanding Student Award – Mathematics, Phi Theta Kappa

PROJECT EXPERIENCE

Nameless Stack Machine (Designer, Developer), ETSU, Jan. 2019
- Designed and built an extensible stack machine and language interpreter, written in Java.
- Designed and tested a Turing-complete, Forth-like programming language with 100+ keywords.
- Efficiently leveraged object-oriented design patterns to facilitate easy extension of the language.

Android Development Team (Gameplay Developer), ETSU, Dec. 2012
- Developed backend classes and algorithms for an interactive puzzle game.
- Used proofing techniques to test and optimize algorithms mathematically.
- Applied skills in Java programming and discrete mathematics.

Dreamscape: A Text-Based Adventure (Founder, Lead Developer), May 2006 – May 2014
- Designed and implemented a tightly integrated set of game-specific libraries and commands.
- Modified the source code of a multi-user game platform to implement additional features.
- Accepted and managed bug reports and feature requests from end users of the game software.
- Applied the principles of island theory to ensure a flexible and engaging storyline for players.

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WORK EXPERIENCE

Software Engineer, Freelance, May 2014 – Present
- Coordinated directly with clients to establish and validate software feature requirements and constraints.
- Applied Agile development principles to deliver robust software consistently within given estimates.
- Used modern SCM and time tracking utilities to ensure efficient product turnaround and accurate billing.
- Provided customer support and maintenance for delivery and deployment of commissioned software.
- Provided prompt engineering and code review services to assist in training cutting-edge LLMs.

Quality Specialist, Tutor.com, April 2022 – April 2024
- Provided support, coaching, and quality assurance for tutors working remotely across the U.S.
- Utilized quantitative and qualitative statistics to ensure quality and effectiveness of tutoring sessions.
- Leveraged specialized knowledge of computer science topics to validate content correctness.

Computer Science Tutor, Tutor.com, Sept. 2018 – April 2022, April 2024 - Present
- Provided on-demand, online tutoring services to students and institutions across the United States.
- Leveraged knowledge acquisition skills to quickly gain functional understanding of unfamiliar material.
- Applied creative problem-solving to formulate and deliver a personalized tutoring experience.
- Reviewed code in various styles and stages of completeness to identify and explain programming mistakes.

Customer Care Agent, SYKES, June 2019 – Sept. 2019
- Provided a best-in-class phone support experience for customers subscribed to Intuit Quickbooks Online.
- Performed complex troubleshooting to find the cause of customer issues and bring about a resolution.
- Used Salesforce to track and document customer issues, ensuring the best issues resolutions possible.

Senior Tutor, Walters State Community College, May 2014 – May 2018, Oct. 2018 – May 2019
- Provided tutoring for students in college level writing, mathematics, and programming.
- Provided tutoring and technical support for students learning Microsoft Office 2008 and later.
- Provided additional troubleshooting and technical support for students and staff as needed.

Adjunct Instructor, Computer Science Department, Walters State Community College, May 2018 – Aug. 2018
- Coordinated with other instructors to successfully deliver a free educational workshop for adult learners.
- Provided instruction to students towards reaching competency in Microsoft Windows and Microsoft Office.
- Designed assignments and provided feedback and one-on-one assistance to students via email.

Teaching Associate, Department of Computing, East Tennessee State University, Aug. 2016 – May 2018
- Provided instruction to students in the proficient use of Microsoft Windows and Microsoft Office.
- Provided feedback and one-on-one assistance to students via email and during scheduled office hours.
- Designed and wrote assignments to effectively reinforce course concepts and assess student learning.
- Coordinated with other instructors to plan and implement a successful curriculum.

COMMUNITY & VOLUNTEER PROJECTS

Second Life Community (Asset Creation / Scene Design / Scripting / External Tools) 2014 – Present
Phoenix Firestorm Viewer Project (QA / Beta Testing) 2012 – 2023
Dreamscape RPG Group (Virtual Worlds / Gaming / Roleplaying) 2004 – 2014
ETSU Department of Theatre and Dance (Set Construction) 2011 – 2013
Gallery Magazine (Creative Writing) 2008 – 2009