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| **Jason Jones (aka Alex Lauderdale)**  Software Engineer / Educator | Morristown, TN 37814 •  +1 423-312-9446 •  jason.jones@tzolkat.net•  https://www.linkedin.com/in/tzolkat/ • |

**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**

**Software**: MS Office | Visual Studio | IntelliJ | Git | Jira | Salesforce | Substance | Blender | Unity

**Languages**: C/C++ | Java | C# | VB | Python | JS | TypeScript | Lua | SQL | PHP | HTML | CSS | JSON | XML

**Frameworks**: Xamarin | Electron | React | Angular | Bootstrap | Node | Express | jQuery | ASP.NET | Spring

**OS**: Linux (Debian, Ubuntu, Red Hat) | Windows 11 & earlier | MacOSX | UNIX | Android | iOS

**Cloud**: AWS | Azure | GCP | Docker | Kubernetes | Terraform | Distributed Systems | Microservices

**DB Systems**: Relational (MySQL/MariaDB, Oracle, PostgreSQL, SQLite) | NoSQL (MongoDB, Neo4J)

**Methodologies**: Agile (XP, Scrum) | Unified Process (RUP, AUP) | Spiral | Waterfall | CI/CD | DevOps

**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, System Administration

**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.

**Quality Specialist**, Tutor.com, April 2022 – Present

* 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

* 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