Jonathan Bradley Mayes

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Education

Texas A&M University - *College Station, Texas*   *August 2005 - December 2009*
Bachelor of Business Administration
Information and Operations Management

Professional Work Experience

HCSS, Inc.   *June 2009 – February 2014*
Implementation Specialist

- Provided immediate, around-the-clock technical support to customers, end users, and system administrators
- Coordinated with sales team members to develop pre-implementation system designs to fit each prospective customer's needs and expectations
- Implemented and integrated customer systems, which utilized a variety of HCSS's software offerings
- Worked alongside quality assurance and development staff to identify and resolve software defects, which may have otherwise prevented or delayed a successful implementation
- Reviewed internal systems and provided feedback and recommendations for redesigning both an employee development website and a pre-employment testing website.

AgilityDocs   *August 2010 – April 2013*
Systems Engineer

- Managed communications with senior leaders, customers, and business partners; including providing timeline deliverables and progress updates
- Designed and implemented workflows, using a variety of technologies, in order to replace expensive manual processes with automatic, logic driven alternatives
- Customized and/or integrated various document management systems in order to meet our customer's business requirements (Hyland OnBase and FileBound)
- Ensured that internal computer systems and network devices functioned efficiently and securely; to support the organization's information technology needs, which included system design, integration, formal testing, and all transitions into production
- Developed and implemented Microsoft SharePoint site which housed all customer documentation and sensitive internal files
- Migrated Microsoft Exchange and SharePoint systems to their hosted Microsoft 365 equivalents

K2Share, LLC   *January 2009 – September 2009*
Computer Systems Technician

- Performed installations, technical diagnostics, repairs, and maintenance of computers and related equipment within the company's computer network
- Purchased necessary IT equipment and software for all departments
- Assisted in planning future projects and forecasting hardware needs
- Maintained VoIP telephony system for all internal clients
- Remained on-call 24/7 for afterhours troubleshooting and emergencies

Texas A&M University, College of Education and Human Development   *May 2007 - December 2008*
Student Technician

- Supported various technical devices for faculty, staff, and students
- Responded to service calls regarding technical assistance requests

Technical Skills

Computer Languages	*Content Management Systems*	*Database Administration*	*Virtualization*
HTML 5	**WordPress**	**Microsoft SQL**	**VMware vSphere**
CSS3	**Microsoft SharePoint**	**MySQL**	**Microsoft Hyper-V**
JavaScript	**Drupal**	**IBM DB2**	**Citrix XenServer**
VB.net	**Moodle**		
C#	**MediaWiki**		
Python	**Telerik Sitefinity**		
PHP			
VBScript			
VB6			