

# Joshua Hunsche Jones

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## Qualifications

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Working on teams to identify and solve complex problems efficiently is what I do best. I understand team dynamics in contexts ranging from collaborating on security-focused platform code, to producing a record with a band. I like to take the lead in coordinating resources, establishing requirements, and maximizing team strengths. I also build and maintain web applications using Ruby and Ruby on Rails, JavaScript, TypeScript, CSS, HTML, SQL, and AWS. Most of all, I am a driven learner, happily absorbing new skills quickly and efficiently and sharing my knowledge with those around me.

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## Professional Activity

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### New Relic

*Software Engineer, Portland, OR [2019-2020]*

New Relic is an application performance management and observability company with its engineering headquarters in Portland, Oregon. As a software engineer on the Identity and Access Management teams, I am responsible for writing clear code and documentation for security-minded features that help internal and external customers interact more easily and securely with the New Relic platform. The domain is quite wide, and some important elements include:

- Working with Ruby on Rails in contexts ranging from creating full-stack applications from scratch to writing new features for existing APIs
- Working with designers to build new UIs and improve existing user-facing tools
- Implementing solutions for SAML SSO user authentication and SCIM 2.0 automated user provisioning
- Using Kafka and AWS SNS and SQS to build resilient data pipelines
- Using monitoring tools to debug and improve critical code paths
- Deploying code using an internal solution built on Jenkins and Marathon

*Support Engineer, Portland, OR [2018-2019]*

New Relic is a global company with a diverse user base, both in terms of customer domains and sizes. As a support engineer, I was responsible for helping customers make the best use of the New Relic platform. This involved writing documentation, honing streamlined, clear communication approaches, and training fellow teammates in new areas of the New Relic platform. I worked on two different support teams during this timespan, and additional responsibilities included:

- Running customer communications channels during high-impact incidents
- Learning how to install, configure, and work with the Node.js and Ruby APM agents in real world applications to assist customers with configuration issues

- Debugging customer code and using instrumentation to find the root cause of application performance, SSO sign in, or platform usage issues
- Developing and maintaining company-wide documentation

## **Providence Health Plan**

*Intern Developer, IS Enrollment Services, Beaverton, OR [2018]*

Providence Health Plan is a not-for-profit health insurance company based on the west coast. Through a connection I made while teaching a leadership class, I was able to put together a mostly-off-the-books internship arrangement to work on the enrollment services engineering team while simultaneously completing the required work for my customer service training role. During my internship, I contributed to automated test suites for .NET queue processing applications and worked on creating documentation to assist the team with on-boarding new developers, among other responsibilities.

*Training & Quality Assurance Coordinator, CS Support, Beaverton, OR [2017 - 2018]*

As a Training and Quality Assurance Coordinator in the Customer Service department, I was responsible for creating training materials and delivering both six-week, full-time onboarding classes and in-depth follow-up training sessions. I built SQL query templates for gathering course data as well as JavaScript applications for customer service teams, and a Ruby console application for grading tests.

*Service Specialist, Public Programs, Beaverton, OR [2014-2017]*

Providence Health Plans uses a mostly in-house support team to answer customer phone calls. In this role I was responsible for learning plan details, researching claims processing issues, and communicating clearly and effectively with customers in the public programs department (Medicare and Medicaid.) While in this role I enjoyed learning new concepts in a fast-paced environment, as well as opportunities to train co-workers and handle the processing of legal customer consent documents.

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## **Education**

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### **The Tech Academy**

*Software development and project management bootcamp, Portland, OR [2018]*

The Tech Academy is a software development bootcamp where I received an official introduction to the world of software engineering and web development. Over the course of four months, I learned the fundamentals of both front and back end web development using tools like HTML, CSS, JavaScript, and C#. The program concluded with an opportunity to work on two client projects, building familiarity with Scrum project management and experience contributing code with a team.

## **George Fox University**

*B.A. Cinema and Media Communications, Newberg, OR [2009-2013]*

In 2009 I traveled from my home in Warrenville, Illinois to attend George Fox University and study music production. Due to the rich liberal arts environment, I was able to learn the technical skills in my area of focus while engaging in other interests like U.S. history, international relations, writing, communication, and language study. I also worked in freelance music production and sound engineering when not attending classes and still had time left over to play drums in a handful of very loud bands.

## **Contemporary Music Center**

*Studio and Live audio production, Nashville, TN [2012]*

The Contemporary Music Center is a semester-long program where I was able to live and work in Nashville, TN, studying music production from some of the greatest contemporaries in the industry. As a part of the program, I assisted with putting together and delivering a multi-state, live music tour across the midwest. I also recorded and played on several records, and in general packed my schedule so as to leave as little time as possible for sleep between recording sessions.