

# Joshua Hunsche Jones

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## Qualifications

Working on teams to identify and solve complex problems efficiently is what I do best; from collaborating on security-focused platform code to recording a record with a band. 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, absorbing new skills quickly and happily sharing my knowledge with those around me.

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## Professional Activity

### New Relic

*# Software Engineer, Portland, OR [2019-Present]*

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 a variety of contexts including rpm\_site, one of the largest, longest-running production Rails applications in the world
- 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
- Leveraging monitoring tools to debug and improve critical code paths
- Maintenance and troubleshooting of deployments using an internal toolchain built on Jenkins and Marathon

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

As a support engineer at New Relic, I was responsible for helping customers make the best use of the platform. This involved writing documentation, developing streamlined, clear communication approaches, and training fellow teammates in new domains. 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
- 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]*

During my internship at Providence Health Plan I contributed to automated test suites for 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, I was responsible for creating training materials and delivering six-week, full-time onboarding classes and in-depth training sessions. I built SQL query templates for gathering course data, JavaScript applications for customer service teams, and a Ruby console application for grading tests.

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

To perform at the highest level as a Service Specialist, I dug through complex plan details, researched claims processing issues, and communicated 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]*

Over the course this four month software development bootcamp, I learned the fundamentals of both frontend and backend web development using tools including 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 writing code with a team.

### **George Fox University**

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

### **Contemporary Music Center**

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

### **Yamhill Community Mediators**

*# Certified community mediator, Newberg, OR [2012]*