

Marshall Upshur

Objective I am a progressive web technologist, focused on creating beautiful, easy to use goal oriented web applications, using cutting edge technology best suited for the job. I have a people- based personality, which allows me to foster positive working relationships and collaborations with my peers, increase the overall productivity of my working environment, and encourage cross-team collaboration in an effort to maximize workload output.

Professional Experience **IT Applications Engineer**
Netflix (Enterprise Services)

09/2011 - Now

- Built custom front end for the internal helpdesk's ServiceNow implementation focused on ease of use and creating a unified UI, utilizing the system's internal CMS, JavaScript (Prototype), HTML/CSS, AJAX, and dynamic Jelly templating. Led design of the UI using mockups and comps in Photoshop, Balsamiq, and white boarding.
- Built several integration mechanisms via JavaScript, Perl, and Java for dynamic ticket creation and functionality on top of ServiceNow's SOAP web service stack. Integrations also built internal to the system via email parsing with backend JavaScript.
- Building a simplified internal services dashboard, using Ruby on Rails for MVC backend, Bootstrap for responsive UI development, HTML5/CSS3, and jQuery. Designed UI with Photoshop, and experimenting with backend lifting using Node.

Application Developer / Analyst, Lead
Emory University (University Technology Services)

02/2008 – 09/2011

- Built custom SLA workflows in ServiceNow that could adapt to various customers needs from one JavaScript code base. This allowed for workflows to behave differently based on university division, impact of service, etc. without multiple SLA definitions.
- Refactored numerous client modifications on task forms within ServiceNow, reducing form load times from 30s to 2s on average. This was accomplished using a combination of code review and runtime debugging via Firebug and Chrome developer tools to find logic and efficiency issues in front/back end JavaScript.
- Built numerous custom enhancements within ServiceNow, including custom status pages/UI's, backend business rule logic, and client side usability enhancements using JavaScript (prototype), internal CMS, HTML/CSS, AJAX, and dynamic Jelly templating.
- Built custom email parsing in JavaScript within ServiceNow, to help facilitate automatic ticket creation within the system, as well as providing ticket updates. Other automation integrations were developed via PHP on top of the SOAP web service stack.
- Designed, architected, and built custom web applications for campus needs using PHP5, Zend Framework, Dojo and jQuery JavaScript libraries, and HTML/CSS. UI's focused on single page workflow based designed, utilizing Ajax, XML, and JSON to pass back and forth HTML layout partials and data.
- Built several C#, Java, and VB.NET backend and Windows COM based utilities for automated document processing within university's document imaging system, allowing users to simply upload files to shared servers and that then get ingested into the system. This
- Led architecting and redeployment of campus room and space management system to a leaner virtual server environment, replacing all single physical servers. This included creating production and development environments with automated enhancement pushes, and eliminating software installs in favor of Citrix access to desktop utilities.

Systems Support Specialist II
GA Tech (Academic Research Technologies)

06/2004 - 02/2008

- Designed, architected, and built a majority of the code base for a campus classroom

recording system, utilizing PHP5, an in house MVC framework, SOAP web services, HTML/CSS, JavaScript, C#, and platform technologies like Helix Service/Producer and Windows Media Server/Producer for digital media. System employed a distributed client/server model, with a master control web application allowing monitoring and control via SOAP messages to client systems (custom in house configured video capture), which intelligently encoded and uploaded digital media to the master-streaming server.

- Developed code for a communication program using the DVTS to send raw digital video streams back and forth across a high-speed network in C++.
- Developed code in C for an in house H.323 gatekeeper system, utilizing network management software to track calls and overall health of video conferencing units used around campus.
- Researched various solutions for desktop video conferencing and assisted in leading projects for streaming events around campus. Two top projects include setting up for a silicon lab demonstration to a middle school science class and a presidential (back in the days of Clough) led university fundraiser.

Technical Proficiencies

Programming Fluency: PHP, Perl, HTML, CSS, XML, Java, JavaScript, AJAX, ASP.NET (C#), Actionscript(minimal), SOAP, Ruby(minimal), Sass/Less

Development Strengths: Object Oriented, Relational Databases, MVC, Design Patterns

Technologies: LAMP, HTTP/S, Drupal, Wordpress, Zend Framework, Dojo Toolkit, jQuery, Prototype, SOAP, RESTful, MySQL, SVN, Git

Software: MS Office, Adobe Suite (Photoshop, Illustrator, Flash), Real Networks (Helix Universal Server, Helix Producer), QuickTime Pro, Windows Media

Operating Systems: Windows, OS X and other UNIX/Linux based platforms such as Redhat, Ubuntu, and Fedora.

Certifications

Certified Scrum Master (CSM)

05/2011

ITIL - Release, Control and Validation Certification

05/2010

ITIL - Foundation in IT Service Management v3 Certification

06/2009

Education

Bachelors Degree in Computer Science

Southern Polytechnic State University, Marietta, GA

05/2002 - 05/2004

Freshman – Junior years in Computer Science

Georgia Institute of Technology, Atlanta, GA

06/1997 - 12/2001

Self Projects

- Built a web based UI in ASP.NET(C#), HTML/CSS, ASP.NET AJAX Control Toolkit, for monitoring an Anystream system used to convert analog (baseband) video to digital for Turner Broadcasting. The controller and model levels of the application communicated via TCP sockets with a backend process delivering updates in XML, in turn delivered to the view layer via AJAX/XML for "live" view in the system.
- Design and built numerous web applications and web sites using the PHP's Zend Framework and/or PHP based CMS platforms like Drupal and Wordpress. Customizations to CMS's are made via templates/themes in PHP, plugins/modules in PHP, and front end experiences like slideshows, modal popups, using jQuery or Dojo. This includes designing layouts in Photoshop and converting to HTML/CSS.
<http://www.mbucreations.com/portfolio>
- Designed and built several applications using PHP, HTML/CSS, jQuery/Dojo, and the Zend Framework to interface with the Twitter API to create "tweet and reveal" marketing campaigns for DJ's and music artists.
- Built a medical image upload/view/print utility for a startup called LifeCharts, using Flash, JavaScript, and AMF PHP to help create an easy interface allowing clients to upload images with simple metadata and print them in various portrait/landscape orientations for review.