# Nicholas Jenson

**EXPERIENCE**

**TECHNICAL INTEGRATION CONSULTANT**
*Instructure, Inc., Cottonwood Heights, UT, May 2018 - Present*
Member of the technical consulting team, which is responsible for providing advanced technical expertise in: authentication, APIs, branding, custom scripting and SIS data integrations using IMS Global Learning Consortium standards.

Responsibilities

- Build, develop and grow client relationships through technical consultation
- Document, report and train on current integration processes and limitations
- Maintaining client use of in-house and third-party platforms and/or middleware
- Client data filtering, mapping and data conversions using new integrations
- Alpha client and iterative testing for new data connections

**IMPLEMENTATION PROJECT MANAGER**
*Instructure, Inc., Cottonwood Heights, UT, Apr 2017 - May 2018*
The technical implementation team is responsible for providing technical expertise, project management and consultation to get customers up and running on our software platforms.

- Assist in creating and managing detailed project plans
- Manage the day-to-day operations of multiple project scopes while reducing risks
- Coach, mentor, motivate and supervise project team members and contractors

**TECHNICAL SUPPORT ENGINEER**
*Instructure, Inc., Cottonwood Heights, UT, Jul 2015 - Apr 2017*
The technical support team advised clients regarding software use and addressed specific user issues. During escalations, I acted as a liaison between customers and Tier 2 support.

**PROJECTS**

**LIS 2.0 IMPLEMENTATION**
Worked with the product team to successfully implement the LIS 2.0 standard. The Learning Information Services (LIS) standard defines an event-based integration that sends asynchronous XML messages to update data in near-real-time. Several contracts were dependent on the successful implementation of this standard.

**SCRIPTS AND TOOLS**
As needed, ruby scripts and chrome extensions are built for internal team use or as a proof-of-concept example for clients. These tools range from logging or manipulating API data to injecting SAML metadata for InCommon registration.

**EDUCATION**

**ASSOCIATES OF GENERAL EDUCATION**
*Salt Lake Community College - Salt Lake City, UT*

**SKILLS**

Rest APIs  **JavaScript**  Git  **Project Management**  JIRA  **Web Development**  Ruby

**CONTACT**

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