

Jason Kwong

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Skills

- **Web/ Programming/ Analytics:** HTML5/CSS/Javascript, jQuery, React, NodeJS, MongoDB, SQL, and RESTful APIs, Python, PowerShell.
- **Software:** MS Dynamics CRM, MS Dynamics AX, SCOM, Active Directory, MS SQL Server, MS Server 2012/R2, Cisco IOS, Azure DevOps(VSTS), SharePoint.
- **Operating Systems:** Mac OSX, Windows, Kali Linux, Centos, Fedora, Ubuntu
- **Networking:** TCP/IP, IPv4/ IPv6 subnets, VLSM, OSI Model, RIPv2, OSPF, EIGRP, Nmap, ACLs, DHCP, NAT, VLANs
- **Team Collaboration and Leadership:** Led several work projects and have always been working in a team collaboration environment.
- Fluent in English and Cantonese

Education

University of Washington

- *Full-stack coding bootcamp - Present*
- *Bachelor of Science in Information Technology – June 2018*
 - 3.66 Major GPA
- *Bachelor of Arts in Interdisciplinary Arts and Sciences with a concentration in Global Studies, Minor in Business Administration – June 2016*
 - 3.29 Major GPA

Experience

System administrator, State of Washington Paid Family Medical Leave Program – Lacey, WA October 2018 - Present

- Responsible for effective provisioning, installation, configuration, operation, monitoring and maintenance of PFML systems software and infrastructure such as CRM, AX, SQL, EBMS, Tidal and 200+ Servers to ensure stability and high availability environment of the systems.
- Responsible for diagnosing specific root cases and confirm issues by reading debug logs and comparing within technical definition of system design.
- Responsible for defining, developing and implementing support tools and processes for internal users.
 - Developed a ticketing system to manage requests and document customer interactions and provide clear incident tracking. Successfully improved the efficiency of request processing and management significantly.
 - Developed and Define monitors using SCOM to monitor system state and availability. The development involves configuring and administrating SQL DBs on Window Server 2012, customizing performance counters and rules in SCOM, and designing dashboards for simple interpretation.
- Responsible for creating SQL scripts and queries to perform data analysis with the goal of finding useful information for troubleshooting, informing conclusion and supporting decision-making.
- Responsible for automating procedures using PowerShell scripts, JavaScript and workflows

Desktop Engineer Intern, Accolade, Inc. – Seattle, WA

June 2018 – August 2018

- Responsible for providing full desktop and infrastructure service to internal customers in the company both in person and remotely, focus on Windows and Mac hardware and software, coupled with some networking configurations.
- Maintenance and problem solving with respect to workstations and desktop applications.
- Define, design, implement, and support infrastructure tools and processes focused on deploying and maintaining, project assistance, and documentation development in Windows and Mac environment.
- Develop automation to preform and improve routine tasks
- Involve using a variety of tools and scripting: SCCM, RSAT, Active Directory, Group Policy Management, Jamf Pro, PowerShell, Batch Scripting.

Projects

Newsletter-Made-EZ

July 2020 - August 2020

- Worked in a group of 4 to build a newsletter application using the combinations of HTML/CSS/Javascript, semantic UI, jQuery and multiple APIs to provide users with an all in one experience to retrieve top stories in different categories, fact-checked news in the U.S. and weather info by user's geocode.

Ticketing System

October 2019 - December 2019

- Developed a ticketing system using Dynamic CRM for member in the team to manage requests and document customer interactions and provide clear incident tracking within the program. The development involves designing workflows and business rules, and implementing custom features using Object-Oriented JavaScript. It went

through a complete development cycle from building to testing. As a result, successfully improved the efficiency of request processing and management significantly.

Network Security

October 2017 – December 2017

- Conducted a risk analysis project on the network in UW Tacoma library to identify risk vulnerability by examining its physical structure, security policies and organizational chart. One of the major findings is that the parking meters in the public parking next to the campus are using the school network. The school network is vulnerable due to hacker can have physical access to those meters easily and gain access to the network.