

Jacob Michael Troxel

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Objective:

Seeking a software development or ITS related position to put to use the skills developed while attending Gonzaga University as an undergraduate.

Latest Work Experience:

Lowe's Home Improvement (July 2015 - Present)

- *Unload Crew Member*: Responsibilities include unloading and organization of merchandise from nightly trucks and preparation of merchandise for morning stocking in a timely manner. Occasional customer service and cash handling required.

Gonzaga University Student Body Association (Oct 2014 - May 2015)

- *Information System Manager*: Performed IT maintenance and managed GSBA website (<http://gogsba.org>), using HTML, CSS, and Javascript, and managed MySQL databases. Maintained associated network and account systems (Active Directory). Performed support for GSBA staff via phone, email, and in person while also communicating with Gonzaga University I.T. department(s).

Gonzaga University Registrar's Office (Nov 2014 - May 2015)

- *Software Support Developer*: Updated legacy Banner/FOCUS reports previously used by Gonzaga University Staff to collect specific information about students, classes, etc., into SQL Server reports for newly installed enterprise system. Worked directly with staff via phone, email, and in person to meet their report needs and to upgrade or produce those reports they needed in a timely manner. Worked with SQL Report Builder to create web-runnable reports.

Sears Holding Company (Feb 2014 - Oct 2014)

- *Cashier, Customer Service Representative*: Trained new cashiers and operated payment tills for standard transactions (non-commissioned). In addition, I provided customer service support for customers relating to online orders, returns, customer complaints, and in-store credit card sign-up.

Heritage History (Aug 2012 - Sep 2013)

- *Database Developer, Web Developer*: Primary consultant for database design and relational schema design. Worked extensively using PHP, HTML, and Javascript to develop back-end infrastructure of <http://heritage-history.com>. Designed and implemented user login/registration system, user management system, and Paypal payment interface, as well as continuous work on CSS/HTML front end.

Gonzaga University Computer Science Department (June 2012 - Dec 2012, Mar 2014 - Aug 2014)

- *Software Developer, InterOP NSF Grant (Mar 2014 - Aug 2014)*: Developed software while working with GU professor to determine whether a relationship could be discovered between scientific articles based on word associations. Work was in Python using NLTK, RDFLIB, and PYDOT libraries to produce models of word relationships. Available at <https://github.com/yacklebeam/corpus-crawler>.
- *Software Developer, ProvEX NSF Grant (Oct 2012 - Dec 2012)*: Developed software while working with students and professors at Santa Clara University to research the applicability of reversing data transformations using recorded provenance data. Worked in Java and Javascript using various web-graphics libraries.
- *Software Developer, ObsDB NSF Grant (June 2012 - Aug 2012)*: Developed software while working with students and professor at Gonzaga University to explore the aggregation of scientific data based on similarities in records. Let to publication of *Lightweight Ontology-Based Tools for Managing Observational Data* and presentation at the EWSC Conference in Montpellier, France.

Education:

Gonzaga University (Sept 2011 - May 2015): Bachelor's of Science in Computer Science - GPA: 3.2

Central Valley High School (Sept 2007 - June 2011): 29 AP Credits Earned

Skills:**Software Development/IT Related Skills**

- *Extensive* programming experience in Java, C/C++, Javascript, and Python with focus on object-oriented design, algorithm design.
- *Extensive* experience with database design using MySQL and Oracle SQL, SQL statement design.
- Programming experience in C#, .NET, and web technologies (HTML, CSS, PHP), various scripting languages.
- Practice with Git and SVN for repository control
- Extensive experience with installing Windows operating system(s) and various Linux operating systems, as well as troubleshooting common user problems with these systems.
- Networking experience with both LAN and WAN systems.
- Experience with Microsoft Suite and Outlook, with some experience with Active Directory
- 7 years of experience building computers and upgrading hardware including laptop and desktop upgrades.

Other Skills:

- Strong math background, with focus in Linear Algebra.
- Strong communication skills and am able to communicate effectively with customers/users to identify needs and problems quickly.
- Highly organized with high attention to detail, capable of working in small or large groups without constant supervision.

Hobbies and Affiliations:

- Gonzaga University Computer Science Club (August 2013- Present): Founder and President, and Member of UPE Computer Science Honor Society.
- Head programming lecturer for GU Computer Science Club while attending Gonzaga University with focus on game engine development and optimized collision detection.
- Gonzaga University ICPC-ACM (2011-Present): Competitor in 4 ACM-ICPC Regional Programming Competitions while attending Gonzaga University.

Professional References:

- Mike Grabowski (Supervisor, Gonzaga University Registrar's Office)
Computer Ops/ Veteran Coordinator
grabowski@gu.gonzaga.edu, 509-313-6596
Mike was my supervisor in the Registrar's Office, and is the staff member in charge of the FOCUS report updates. I was hired to directly help him in this process.
- Dr. Shawn Bowers (Supervisor, Gonzaga University Grant Work)
Associate Professor, Computer Science
bowers@gonzaga.edu, 509-313-5712
I worked under Dr. Bowers on the *ObsDB* and *InterOP* Grant Projects while at Gonzaga University.
- Dave Roth (Employer, Heritage History)
Owner, Heritage History (<http://heritage-history.com>)
david.roth@heritage-history.com, 509-981-1746
I worked for Dave as a web and database developer on <http://heritage-history.com> while attending Gonzaga.