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| --- | --- | --- |
| **Skills:** | *Programming Languages/Scripts*: C#, Java, JavaScript, JQuery, CSS, XHTML, HTML5, PHP, C/C++, Python  *Development Applications/Frameworks/Technologies*: Onbase ECM, MS Visual Studio, MS SQL Server Management Studio, ASP.NET, AJAX, MVC, Tortoise SVN, LINQ, Entity, GIT, Ektron CMS, Adobe Contribute CMS, Eclipse IDE, TextPad, Sublime Text, VIM, MyPhpAdmin, MySQL, Mercurial SCM, Visual Log Parser, Rational XDE Tester  *Design/User Experience Applications/Frameworks*: Bootstrap, Balsamiq Mockups, Paint.NET, GIMP, Selenium Web Automation Tester, Violet UML, Adobe Dreamweaver, MS Visio, Microsoft Office Publisher  *Operating Systems*: Windows: 10, 8, 7, Vista, XP, and 2000, Android, UNIX  *Experience Using*: ServiceNow, Outlook, Skype, Trello, Slack, Discord, BomGar, Dropbox, SparkleShare, Microsoft Office: Teams, Word, Excel, and Access | |
| **Employment** |  | |
| **History:** | **Northern Arizona University – Information Technology Services** | **Flagstaff, AZ** |
|  | *Applications Systems Analyst – Business Process and Service Management* | *April 2018 – Present* |
|  | *Job Description*: Develop OnBase applications for internal use to streamline and optimize employee processes. Respond to and effectively resolve issues presented by NAU ServiceNow from NAU employees | |
|  | * Receptively learned OnBase ECM, specifically Unity, Configuration, Studio, and Reporting Services * Worked directly with client/stakeholders for initial project specifications and during testing phase for QA * Updated dated e-form to match current styles of NAU OnBase forms * Assigned as Brand Administrator for NAU Qualtrics | |
|  | *Applications Systems Analyst – Extended Campuses Technical Team* | *Feb 2014 – March 2018* |
|  | *Job Description*: Resolved technical and software related issues submitted by clients. Developed robust web applications ensuring compatible use across multiple web browsers. Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages | |
|  | * Entrusted to create the initial layout/scaffolding of many projects, including EC and Blueprint * Modified numerous web components to functionally operate with elegant design; EC Blog and NAU TV * Collaborated with Experience Design team to ensure the UX was well planned and cohesive for web apps * Interviewed, trained, and mentored Apprentice Programmers in system complexities and coding standards * Co-operatively developed new Apprentice Tester position * Interviewed, trained, and mentored Apprentice Testers in testing standards, QA, and accessibility | |
|  | *Computer Programmer, Assistant – Extended Campuses* | *Nov 2011 – Jan 2014* |
|  | * Collaborated with Designers to transition outdated web sites to responsive web sites * Assisted co-workers with questions, coding issues, and development processes in Ektron CMS | |
|  | *Student Worker Web Programmer – Extended Campuses* | *Nov 2010 – Nov 2011* |
|  | * Designed and proposed new database scheme to integrate into existing web applications | |
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|  | **IBM Tucson** | **Tucson, AZ** |
|  | *Level 2 –Software Engineer Co-op* | *May 2008 – August 2008* |
|  | Diagnosed technical issues of DFSMS Partitioned Data Sets Extended (PDSE) from IBM clients. Learned the procedure of dispatching to and responding to a customer submitted problem records | |
|  | * Cooperatively worked with team members to debug errors and improve department notification program * Collaborated remotely, with other IBM Employees from Poughkeepsie, NY and Raleigh, NC | |
|  | *GUI Automation Tester Intern* | *May 2005 – August 2005* |
|  | Performed Functional Testing on user inputs for web application using Rational XDE Tester, a test automation software application. | |
|  | * Supervised colleague’s education over Java coding and Rational XDE Tester software * Presented and demoed Rational XDE Tester software to managers and co-workers alongside colleague | |
|  |  | |
| **Education:** | Bachelor of Science: Computer Science – Northern Arizona University | Flagstaff, AZ May 2012 |
|  |  | |
| **References:** | **Jason Robinson** Senior Web Developer  Northern Arizona University - ITS Enterprise Application Systems  Jason.Robinson@nau.edu  (646) 256-9059 | |
|  |  | |
|  | **Damien Coy** Application Systems Analyst/Programmer Senior  Northern Arizona University - ITS Enterprise Application Systems  Damien.Coy@nau.edu  (928) 864-7628 | |
|  |  | |
|  | **Vivek Bongu** Application Systems Analyst Programmer Lead  Northern Arizona University - ITS Enterprise Application Systems  Vivek.Bongu@nau.edu  (928) 523-0455 | |

August 19, 2019

Northern Arizona University  
Flagstaff, Arizona 86001

To the hiring committee:

My name is Talbert Tso, I am currently employed as an Applications Systems Analyst (ASA) for Northern Arizona University Information Technology Services (NAU ITS). I am writing to you today to express my interest in the Application Systems Analysts/Programmer, Intermediate position. I believe with my previous experience working for NAU Extended Campuses (EC) Technical Team and NAU Business Process Service Management (BPSM) team I have a skill set that would benefit the EIS Development Team.

I have over seven years of experience working for EC Technical Team; starting from a Student Worker position to full-time ASA. During this time, I worked to maintain and develop new enterprise web sites and web applications. I worked with many teams to help develop such projects as: the re-engineering of the Extended Campuses public web sites, Personalized Learning (PL), PL Extended public web sites, State Compliance, and Enlightenment Portal. I also maintained, supported, and developed work for the Extended Campuses Admin site. Each of these projects utilized ASP.NET as the base framework for the application development. With integration of several different libraries, scripts, and technologies; such as, CSS, Bootstrap, HTML/HTML5, JavaScript, AJAX, Mustache, Angular, and Razor. Each project/task was managed by a project lead/business analyst that would be the contact for the client/end user/stakeholder. It was their responsibility to work with the developer or team of developers to ensure progress toward completion in two month cycles. A team of developers could consist of equal peered full-time staff developers or a single full-time staff developer and a team of student worker Apprentice Programmers. For some projects/tasks, I fulfilled this role as the full-time staff developer with a team of Apprentice Programmers. In this position, I was responsible for mentoring, educating, and ensuring code quality assurance of the Apprentice Programmers code development. In addition, as employment of student workers changes every semester, I learned how to communicate and work with a diverse pool of students from different backgrounds. Before my transfer to the BPSM team, I was learning and implementing the following technologies, scripts, and libraries: CSS3, Bootstrap3, SASS/SCSS, .NET Core, Code First, Entity framework, MVC, Angular2, and Node.js.

During spring of 2018 I was transferred to the BPSM team and learned OnBase. OnBase is a suite of proprietary applications that encompasses the process to the development, notification, progression of state, and archival of web forms. In the BSPM team the project development process differs from EC. Projects are assigned to the developers and it is up to the developer to contact the client/stakeholders to discuss the project scope, specifications, requirements, and timeline. The developer then begins development of the project. During this time the developer maintains communication with the client/stakeholder to ask questions and get answers concerning the project development. In addition, the developer becomes the point of contact for the project and answers any questions that are asked of them by the client/stakeholder. The developer then works with the team to test the project. If the team passes, the developer works with the client/stakeholder to test. After approval of testing, the developer submits for migration to the next level of system environments. So, my time with the BPSM team has taught me how to be more independent in a project development process. As well as, increase my communication skills, as I have to work with several departments at NAU; including, Facility Services, VPAA, Human Resources, and ITS. Some of the projects assigned required the developers to either pair program with either a developer peer or student worker. When working with student workers, I continued my responsibilities to mentor, educate, and ensure code quality assurance of teamwork projects.

In summary, I believe that my many years of experience with the EC Technical Team has provided me a base skill set spanning different technologies and programming languages/scripts to effectively and receptively develop for the EIS Development Team that require the integration of several technologies. And my experience with the BPSM team has given me the skill to manage projects and communicate effectively with clients/stakeholders and teammates.

Sincerely,   
Talbert Tso