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| **Skills:** | *Programming Languages/Scripts*: C#, Java, JavaScript, JQuery, CSS, HTML, XHTML, PHP, C/C++, Scheme, Python  *Development Applications/Frameworks/Technologies*: MS Visual Studio, MS SQL Server Management Studio, ASP, .NET, Tortoise SVN, GIT, Onbase ECM, Ektron CMS, Adobe Contribute CMS, Eclipse IDE, TextPad, Sublime Text, VIM, MyPhpAdmin, MySQL, Mercurial SCM, Visual Log Parser, Rational XDE Tester, DropBox, SparkleShare, Microsoft Office: Word, Excel, and Access.  *Design/User Experience Applications/Frameworks*: Bootstrap, Balsamiq, Paint.NET, GIMP, Selenium Web Automation Tester, Violet UML, Adobe Photoshop, Adobe Dreamweaver, MS Visio, Microsoft Office Publisher  *Operating Systems*: Windows: 10, 8, 7, Vista, XP, and 2000. Android, UNIX | |
| **Employment** |  | |
| **History:** | **Northern Arizona University – Information Technology Services** | **Flagstaff, AZ** |
|  | *Application System Analysts – Business Processes and Service Management* | *April 2018 – Present* |
|  | *Job Description*: Develop OnBase applications for internal use to streamline and optimize employee processes. | |
|  | * 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 | |
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|  | *Application System Analysts – Extended Campuses/Application Development 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. | |
|  | * Interviewed, trained, and mentored Apprentice Programmers in system complexities and coding standards * Interviewed, trained, and mentored Apprentice Testers in testing standards, QA, and accessibility * Manage and review Apprentice Programmer code for merger into three tiered development environment * Maintained three tiered development environment to remain stable and synced | |
|  | *Computer Programmer, Assistant – Extended Campuses* | *Nov 2011 – Jan 2014* |
|  | * Assisted co-workers with questions, coding issues, and development processes in Ektron CMS * Assisted in helping maintain three tiered development environment to remain stable and synced * Mentored and assisted student workers about system complexities and coding standards * Manage and review Apprentice Programmer code for merger into three tiered development environment | |
|  | *Student Worker Web Programmer – Extended Campuses* | *Nov 2010 – Nov 2011* |
|  | * Designed and proposed new database scheme to integrate into existing web application | |
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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 Problem Management Record, a customer submitted problem record | |
|  | * Cooperatively worked with team member 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 over 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 | |
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| **Education:** | Bachelor of Science: Computer Science – Northern Arizona University | Flagstaff, AZ May 2012 |
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| **Interest:** | Collaboratively work with project leaders and team members to develop quality, functional, and refined applications. Apply industry and enterprise level of project management processes’ to deliver applications in an effective timeline. | |

May 29, 2018

Director of Enterprise Information Services  
Northern Arizona University  
Flagstaff, Arizona 86011

To the Director of Enterprise Information Services:

My name is Talbert Tso; I am currently employed as an Application Systems Analyst (ASA) for Northern Arizona University Information Technology Services (NAU ITS) Business Processes and Project Management Team. I am writing to you today to express my interest in the Application Development Team Lead position. I believe that the combination of my many years working for Extended Campuses/Application Development Team, understanding of front-end development, and teachings of project management makes me a preferred candidate for the Team Lead position.

Through course work and teachings at NAU as an undergraduate for Computer Science, I learned many processes to executing an ideal project timeline and understood the importance for a quality application to have a strong back-end code foundation and intuitive front-end user interface. In my senior year, I lead a team project to develop a web application of my own design. The project was to develop a web site with a cooking recipe inference search as the main feature of the site. The team took advantage of C# and Visual Studio to be our development platform. This worked well for us as the platform was able to integrate back-end data searching and storage easily with a web interface as the front-end. We were able to refine the user experience by performing several usability, functional, and acceptance testing. This project taught me a lot about what it will take to be a team leader for any development project. I needed to understand the options presented for application development. To have a working application the back-end code has to be stable and solid. To deliver an application that will get used, the front-end must be intuitive and refined using software development testing.

Nearing the end of my student career at NAU I became a student worker for NAU Extended Campuses. Later transition to Computer Programmer, Assistant then Applications System Analysts. I have spent over seven years working with this team and became familiar with each members’ strengths. I have worked on projects that ranged from simple maintenance to a full “hands on deck” projects. I have worked on development projects both as someone that followed a project leader to someone that has lead a project. Working those many years for NAU EC taught me the importance to each group that contributes to the team. From the database analysts to the front-end designers I appreciate what they do in conjunctions with developers to deliver quality applications. As someone that has lead a small team of student workers to develop applications, I understood the importance of identifying and utilizing each member’s strengths and weaknesses to complete our projects. Also the importance to providing them the resource or access to the resource they need in order to complete their work.

In summary, I believe that my many years working for EC has given me the knowledge to understand what is needed of team leader for the Application Development Team. And my experience as a project leader, both for school work and leading student workers, has given me the understanding of how to assess and manage team members.

Sincerely,

Talbert Tso

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| **References:** | **Jason Robinson** Senior Web Developer  Northern Arizona University - ITS Enterprise Information Solutions  Jason.Robinson@nau.edu  (646) 256-9059 |
|  |  |
|  | **Damien Coy** Application Systems Analyst/Programmer Senior  Northern Arizona University - ITS Enterprise Information Solutions  Damien.Coy@nau.edu  (928) 864-7628 |
|  |  |
|  | **Vivek Bongu** Application Systems Analyst Programmer Lead  Northern Arizona University - ITS Enterprise Information Solutions  Vivek.Bongu@nau.edu  (928) 523-0455 |