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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 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 Process 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 * Updated dated e-form to match current styles of NAU OnBase forms | |
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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. | |
|  | * 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 Designer team to ensure the user experience was well planned and cohesive for web apps * Interviewed, trained, and mentored Apprentice Programmers in system complexities and coding standards * 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 application | |
|  |  | |
|  | **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 | |
|  |  | |
| **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. | |

September 24, 2018

Marketing Department  
Northern Arizona University  
Flagstaff, Arizona 86011

To whom it may concern:

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 Service Management (BPSM) Team. I am writing to you today to express my interest in the Marketing Webmaster position. I am seeking a new position at NAU that will further my passion for User Interfaces and Front-End development.

I have over seven years of experience developing websites and web applications for Extended Campuses. I have worked to improve web components that have high user interactivity on nau-tv.com, ec.nau.edu, and

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 |