**Skills:** *Languages/Scripts*: C#, Java, JavaScript, JQuery, CSS, HTML, XHTML, SQL, PHP, C/C++, Scheme, Python

*Applications/Frameworks*: MS Visual Studio, MS SQL Server Management Studio, MS Visio Studio, ASP, .NET Framework, Bootstrap, Tortoise SVN, Paint.NET, GIMP, Adobe Photoshop, Ektron CMS, Adobe Contribute CMS, Adobe Dreamweaver, Eclipse IDE, TextPad, Sublime Text, VIM, MyPhpAdmin, MySQL, Mercurial Source Control Management (SCM), Visual Log Parser, Rational XDE Tester, DropBox, SparkleShare, Microsoft Office: Word, Excel, Publisher, and Access

*Platforms*: Windows: 10, 8, 7, Vista, XP, 2000; Android; UNIX

**Employment**

**History:** *Application System Analysts – NAU ITS Flagstaff, AZ Feb 2014 – Present*

* + - * Resolved technical and software related issues submitted by clients
      * A
      * B
      * C
      * D
      * E
      * F

*Computer Programmer, Assistant – Extended Campuses, NAU Flagstaff, AZ Nov 2011 – Jan 2014*

* + - * Resolved technical and software related issues submitted by clients
      * Edited, modified, and added additional functionality to public and administration web pages
      * Assisted co-workers with questions, coding issues, and development processes. Including training in Ektron CMS
      * Mentored and assisted student workers about system complexities and coding standards
      * Collaborated with Designers to transition design documentation to code implementation; including the transition to responsive web page design

*Student Worker Web Programmer – Extended Campuses, NAU Flagstaff, AZ Nov 2010 – Nov 2011*

* + - * Resolved technical and software related issues submitted by clients
      * Edited, modified, and added additional functionality to public and administration web pages
      * Generated reports based on web entry log files
      * Used Visio Studio to generate graphical mapping of network system
      * Designed and proposed new database table to integrate into existing web application

*Information Technologies Specialist – W.L. Gore & Associates, Inc. Flagstaff, AZ May 2010 – August 2010*

* + - * Learned the procedure of dispatching to and responding to automated error response system
      * Diagnosed computer issues, imaged computers, transitioned associates workstations, and answered associate questions
      * Performed maintenance of electronic equipment, including projectors and televisions.

*Level 2-Software Engineer Co-op – IBM Tucson Tucson, AZ May 2008 – August 2008*

* + - * Diagnosed technical issues of DFSMS Partitioned Data Sets Extended (PDSE) from IBM clients
      * Learned the procedure of dispatching to a Problem Management Record, a customer submitted problem record
      * Cooperatively worked with team member to evaluate and resolve errors in department specific notification programs
      * Collaborated, remotely, with other IBM Employees from Poughkeepsie, NY and Raleigh, NC
      * Modified and added functionality to the PRMAlert application

*GUI Automation Tester Intern – IBM Tucson Tucson, AZ May 2005 – August 2005*

* + - * Ensured the GUI for a web-based server site executed flawlessly
      * Receptivity learned Rational XDE Tester – An application that executes user-like actions on other applications
      * Supervised over colleague’s education over Java coding and Rational XDE Tester software
      * Tested GUI elements using Rational XDE Tester
      * Presented Rational XDE Tester software to managers and co-workers alongside colleague

**Education:** Bachelor of Science: Computer Science – Northern Arizona University Flagstaff, AZ May 2012

**Interest:** Studying and understanding user interface principles to integrate the ideals of functionality and design. Develop and modify program applications with efficient functionality. Apply/develop program applications and web pages with aesthetic design practices. Develop marketing materials and design elements.

April 2, 2018

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

To the Director of Enterprise Information Services:

My name is Talbert Tso, currently employed as an Application Systems Analyst for Northern Arizona University Information Technology Services (NAU ITS). I am writing to you today to express my interest in the Web Design Team Lead position. I believe my prior experience as being a team member in multiple projects for the Application Development Team and passion for User Experience/User Interfaces makes me a qualified applicant.

**References:** **Jason Robinson**

Senior Web Developer

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**Damien Coy**

Application Systems Analyst/Programmer Senior

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(928) 864-7628

**Vivek Bongu**

Application Systems Analyst Programmer Lead

Northern Arizona University - ITS Enterprise Information Solutions

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(928) 523-0455