**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, GIT, Balsamiq, Paint.NET, GIMP, Violet UML, 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
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin web pages
      * B
      * C
      * D
      * 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, NAU Flagstaff, AZ Nov 2011 – Jan 2014*

* + - * Resolved technical and software related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin 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 out dated web sites to responsive web sites

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

* + - * Resolved technical and software related issues submitted by clients
      * Collaborated with teammates to edit, modify, and add additional functionality to public and admin 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 scheme 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 assisted associates
      * Performed maintenance of electronic equipment

*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 notification programs
      * Collaborated, remotely, with other IBM Employees from Poughkeepsie, NY and Raleigh, NC

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

* + - * Ensured the GUI for a web-based server site executed flawlessly by using and testing with Rational XDE Tester
      * Supervised over colleague’s education over Java coding and Rational XDE Tester software
      * 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 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). 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.

For four years as an ASA, a little over two years as Computer Programmer, Assistant, and a year as a Student Worker, I have worked for the same department at NAU; Extended Campuses, later Application Development Team. With over 7 years of experience, I saw the changes in project management and project development processes. I have gained experience with Agile, Rapid Prototyping, and Waterfall software development models. In addition, I have experience with Scrum and Kanban frameworks.  
  
During my time at Extended Campuses, I have worked to maintain and develop new enterprise web sites and web applications. I have worked in many teams to help develop such projects as: Extended Campuses re-engineering public web sites, Personalized Learning, PL Extended public web sites, and Enlightenment Portal. As well as, maintaining, supporting, and developing for the Extended Campuses Admin site. Each project/task was comprised of a project lead/business analyst that would be the contact to the client/end user/stakeholder. It was their responsibility to work with the developer or team of developers to ensure a project progress toward completion in two month cycles. A team of developers could consist of equal peered software developers or a full-time staffed developer and student worker Apprentice Programmers. As an ASA and for some projects/tasks, I was this full-time staffed developer that both mentored the Apprentice Programmers and took responsibility for their code development. I ensured not only their education in the environment and software development but also ensured code quality assurance.

//Passion for UI/UX

It is for all these reasons, my skill set in coding, passion for User Interfaces, and job experience, that I believe I am a qualified candidate for the Web Developer Team Lead Position.

Sincerely,

Talbert Tso

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

Senior Web Developer

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**Damien Coy**

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**Vivek Bongu**

Application Systems Analyst Programmer Lead

Northern Arizona University - ITS Enterprise Information Solutions

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