

SKILLS

- Operating Systems:** Windows XP/2000, UNIX, Linux, Mac OS X
- Languages:** C/C++, Java, Perl, PHP, Ruby/Rails, XHTML/CSS, XML, SQL
- Software:** Adobe Photoshop, Macromedia Studio (including Flash), Quark Xpress
- Methodologies:** Network setup, Systems analysis, Teaching & Training
- Interpersonal:** Capable of working well independently or with a team

EDUCATION

Malaspina University-College, Nanaimo, BC

Bachelors of Science degree - Major in Computer Science, Minor in English - awarded 2004

Digital Media Technology diploma - awarded 2006

WORK HISTORY

Bravenet Web Services, Parksville, BC

May 2006 – present

Software Developer

- Developed next-gen ad-serving platform to serve millions of dollars of traffic
- Leveraged Ruby on Rails framework to provide scalability and maintainability
- Maintained existing PHP legacy systems while converting them to new Ruby on Rails versions

Kitchen's Best, Nanaimo, BC

July 2005 – February 2006

Web Programmer

- Redesigned ecommerce site to increase customer purchase rate
- Optimized existing sites for maximum search engine performance
- Maintained and developed ASP scripts to meet business needs and optimize performance

CDHI, Malaspina University-College

September 2003 – June 2004, September 2005 - present

Research Assistant (Faculty Support)

- Developed PHP/mysql web application to enable Media Studies faculty course development
- Redesigned lab website (<http://cdhi.mala.bc.ca>) to ensure current web standards and better usability
- Taught seminars in web design and internet technology

MSN Technical Support, NCO Customer Management, Nanaimo, BC

October 2004 – June 2005

Technical Support Agent

- Provided high-quality technical support to MSN customers in a call-centre format
- Consistently surpassed quality standards to provide customer satisfaction and issue resolution
- Due to superior customer service, given responsibilities as team leader, partner and second tier support

**Internet Shakespeare Editions project, University of Victoria
Research Assistant (XML/Perl programmer)**

June 2004 – September 2004

- Programmed a suite of Perl scripts to translate SGML texts to XML
- Created a modern-spelling DTD and maintained original-spelling DTD
- Developed XSL rules to transform XML files into XHTML for web display (<http://ise.uvic.ca>)

**Human Resources, Malaspina University-College
Web Editor**

May 2003 – April 2004

- Implemented the New Employee Orientation website (<http://www.mala.ca/Employee/Orientation/>) for integration into overall orientation plan
- Interviewed key department members across campus to produce highly relevant site content
- Produced accessible and dynamic web pages based on ASP/Access to provide searchable resources

VOLUNTEER EXPERIENCE

Mount Arrowsmith Community Network (ISP), Parksville, BC

1997 - 2005

Member-at-Large

1997 – 2000, 2001 – 2005

- Provided technical internet training (1-1 and small group) and computer setup
- Successfully applied for government grants to provide new equipment and software
- Fostered community using communication technology

Chairperson

2000 - 2001

- Successfully transitioned the society through a period of volunteer fall-off
- Performed normal duties such as calling & chairing Executive and General meetings
- Arranged technology presentations and training opportunities