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OBJECTIVE

To find employment as a software developer or system administrator in a position that will allow me to use and enhance my skill set and challenge me to learn new skills.

SUMMARY

Educated and motivated software developer and system administrator. Quick to ramp up with any existing development platform and able to perform design, coding, debugging and testing of application and system software. Excellent interpersonal and communication skills.

EDUCATION

Bachelor of Computer Science *May 2010*
University of New Brunswick, Fredericton, NB

- Algorithm Design
- Database Design
- Graph Theory
- Operating System Design
- Procedural and Object-Oriented Programming
- Software Engineering
- Technical Writing

INTERNSHIPS

Q1 LABS, INC. FREDERICTON, NB

Quality Assurance Specialist January 2006 - December 2006

- Located, analyzed and reported software defects
- Tested new functionality and ensured existing functionality was not negatively impacted
- Developed plans to fully test new and existing functionality based on design documentation
- Worked under tight deadlines while maintaining a high quality of work
- Monitored system stability and overall system health
- Developed monitoring scripts to periodically verify system health and functionality

PROFESSIONAL EXPERIENCE

UNIVERSITY OF NEW BRUNSWICK FREDERICTON, NB

System Administrator / Developer May 2010 - present

- Configure and maintain the myCampus portal
- Work with the Hannon Hill Cascade Content Management System to integrate rich-functionality PHP applications into the UNB web site
- Develop a campus map system based on the Google Maps API
- Develop Perl and PHP applications to extend the functionality of the myCampus portal
- Incorporate feedback into the development process to develop and enhance applications
- Work with the myUNB team and the UNB community at large to gather and analyze software requirements
- Ensure integration between the myCampus portal and web-based applications in use at UNB
- Analyze and resolve issues with the myCampus portal, working with departmental experts as required
- Assist with the creation of internal standards for software development and web design

Senior Student Consultant

March 2004 – April 2010

- Answered student, faculty and staff questions in person or by telephone or email regarding Windows XP, Vista and 7; Mac OS X 10.5 and 10.6; Microsoft Office 2003 through 2011; Linux; wireless networking and various university systems
- Assisted with maintenance of student computer labs running Windows XP, Vista and 7
- Analyzed and resolved technical issues or referred to departmental experts as required
- Monitored the status of various university services
- Monitored tape backup systems
- Provided training and assistance to other student consultants for both technical and procedural matters
- Completed software development and documentation projects
- Contributed to improving workplace policies and procedures
- Performed various other duties upon request

Computer Response Team

December 2008 – August 2009

- Provided on-site technical support, general troubleshooting services and computing and computer security advice to the University of New Brunswick Faculty of Nursing as a first point of contact
- Assisted with the maintenance of Faculty of Nursing computer labs running Windows XP
- Analyzed and resolved Faculty of Nursing information technology requests or complaints or referred to appropriate experts as required
- Assessed the requirements of individual people within the Faculty of Nursing for both individual and course-specific needs to assist with the selection of new computer equipment
- Performed initial maintenance and inventory activities on incoming computer equipment
- Provided individual or group technical training services upon request
- Coordinated repairs of existing equipment and installation of new equipment

Residential Network Consultant

September 2004 – April 2005

- Maintained the computer lab running Windows XP in my assigned residence
- Ensured residents were properly connected to the University of New Brunswick residential network
- Analyzed and resolved information technology questions or complaints or referred to the university Help Desk as required
- Assisted Residential Network Consultants and residents from other university residences with both procedural and technical issues upon request

Q1 LABS, INC.

FREDERICTON, NB

Software Developer

April 2007 – November 2008

- Created and maintained automated functional testing suites for QRadar remote sensor devices
- Located, investigated and corrected defects with QRadar remote sensor devices
- Created a script to normalize known application exploit vulnerability data
- Automated the generation of QRadar device event database update files
- Developed a script to generate QRadar remote sensor device installation and update packages
- Developed processes to automate retrieval of technological exploit vulnerability data and prepare it for use with QRadar remote sensor devices
- Developed processes to automate the production of a weekly QRadar update package
- Categorized various device events into pre-defined QRadar event categories and proposed new event categories when required

TECHNICAL SKILLS

DEVELOPMENT

- Experience with HTML, XML, CSS, JavaScript, Perl, PHP and Python
- Experience with the HTML::Template HTML templating system in Perl, PHP and Python
- Experience with the Hannon Hill Cascade Content Management System
- Good with Bash scripting
- Good with the \LaTeX document typesetting system
- Good with HTML5
- Exposure to the Django templating system
- Exposure to C, XPath and XSLT

OPERATING SYSTEMS

- Experience with Windows XP and 7
- Experience with Mac OS X 10.5 and later
- Experience with the Arch, Ubuntu, Debian, Red Hat, CentOS and Fedora GNU/Linux distributions
- Good with OpenBSD 4.5
- Good with Windows Vista
- Exposure to Windows 2000

DATABASES

- Experience with MySQL
- Good with SQLite
- Exposure to PostgreSQL
- Exposure to Microsoft SQL Server

PERSONAL SKILLS

- Work unsupervised for extended periods of time
- Work well in a team environment or independently
- Very good analytical, communication and interpersonal skills
- Able to defuse tense situations and calm frustrated clients
- Self-motivated
- Excellent customer service skills
- Able to identify work that needs to be done with minimal consultation
- Able to review workplace practices and suggest improvements

VOLUNTEER EXPERIENCE

2550 ROYAL CANADIAN ARMY CADET CORPS

HARVEY, NB

Civilian Instructor

January 2004 – April 2007

- Provided instructional services to youth from twelve to eighteen years of age in various subjects including leadership and instructional techniques
- Assisted with the organization and planning of all cadet training requirements prior to each training year
- Organized and inventoried existing supplies of uniform components and requested additional components as required
- Organized local marksmanship events and assisted with operation of the rifle range
- Analyzed target shooting results and provided suggestions for improvement targeted at each individual