

## Joel T. Goguen

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### 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. Very good interpersonal and communication skills.

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### EDUCATION

#### **Bachelor of Computer Science**

University of New Brunswick, Fredericton, NB

May 2010

- Database Design
- Software Engineering
- Procedural and Object-Oriented Programming

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### 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
- Developed system monitoring scripts to automatically monitor system health and performance and automatically warn if issues were discovered
- Monitored system stability and overall system health

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### PROFESSIONAL EXPERIENCE

FACEBOOK

MENLO PARK, CA, USA

#### **Production Engineer**

June 2014 – present

- Own back-end services, infrastructure components, and software code
- Develop capacity plans for scaling up to very large distributed systems
- Monitor service health, stability, performance, and security
- Analyze and resolve issues with very large-scale systems
- Write, review, modify, and document software code

UNIVERSITY OF NEW BRUNSWICK

FREDERICTON, NB

#### **System Administrator / Developer**

May 2010 – May 2014

- Configure, administer, and maintain the university portal
- Work with the Hannon Hill Cascade Content Management System
- Developed a campus map system based on the Google Maps API
- Develop Perl and PHP applications to support the needs of the university community
- Incorporate feedback into the development process to develop and enhance applications
- Work with the Enterprise Solutions team and the UNB community at large to gather and analyze software requirements
- Ensure integration between the university portal and applications in use at UNB

- Analyze and resolve issues with enterprise software, working with departmental experts as required
- Assist with the creation and updating of internal standards for software development and system administration
- Contributed to the development and maintenance of an online university program application system in use by university admissions and prospective students around the world
- Install, configure and maintain Red Hat Enterprise Linux 6 and CentOS 6 servers
- Monitor Linux and Windows server stability, performance, and security using Munin and Nagios
- Design, develop, and maintain web-based applications and web services with strict privacy and security requirements

#### **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

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

TRAINING COURSES

- January 2014 – Microsoft 10325A: Automating Administration with Windows PowerShell 2.0
- January 2014 – Microsoft 20488B: Developing Microsoft SharePoint Server 2013 Core Solutions
- October 2013 – Microsoft 20331B: Core Solutions of Microsoft SharePoint Server 2013

## TECHNICAL SKILLS

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### DEVELOPMENT

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- Experience with HTML, XML, CSS, JavaScript, JSON, Perl, and Python
- Experience with developing interactive AJAX web applications using jQuery
- Experience with the Perl HTML::Template HTML templating system
- Experience with the Hannon Hill Cascade Content Management System
- Exposure to Microsoft PowerShell 3.0
- Good with developing web applications in PHP
- Good with the  $\text{\TeX}$  document typesetting system
- Good with HTML5
- Exposure to the Django and Smarty templating systems
- Exposure to C, JSP, XPath, and XSLT
- Good with Bash scripting

### OPERATING SYSTEMS

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- Experience with the Debian, Red Hat Enterprise, CentOS and Fedora GNU/Linux distributions
- Exposure to the Arch and Ubuntu GNU/Linux distributions
- Experience with Windows 7 and Windows Server 2008R2
- Exposure to server virtualization using VMWare ESX
- Exposure to Windows XP
- Experience with creating RPM application packages
- Exposure to creating application packages for the Arch GNU/Linux distribution and Debian-based GNU/Linux distributions
- Experience with Mac OS X 10.7 and later

### DATABASES

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- Experience with MySQL
- Experience with PostgreSQL
- Good with SQLite
- Exposure to Microsoft SQL Server 2005

### OTHER

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- Experience with configuring Apache HTTP Server 2.2 on the Red Hat Enterprise, CentOS, and Debian GNU/Linux distributions
- Experience with iptables firewall configuration
- Experience configuring Apache HTTP Server 2.2 as an Apache Tomcat 6 web application proxy
- Experience configuring the OpenSSH server
- Exposure to configuring and using Nagios and Munin for server and application monitoring
- Exposure to BIND9 and DNSMasq DNS configuration
- Exposure to configuring Apache Tomcat 6
- Exposure to development for and administration of Microsoft SharePoint 2013

## PERSONAL SKILLS

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- Work unsupervised for extended periods of time
- Work well in a team environment or independently
- Motivated to continue learning and develop new and existing skills
- Very good analytical, communication and interpersonal skills
- Excellent customer service skills
- Excellent work ethic
- Self-motivated
- Able to identify work that needs to be done with minimal consultation
- Able to review workplace practices and suggest improvements

## VOLUNTEER EXPERIENCE

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FREDERICTON SPCA

FREDERICTON, NB

### Volunteer

January 2012 – August 2013

- Assist with cleaning of cat and small animal food and water dishes and litter pans
- Assist with socialization of cats to help maintain psychological health and physical fitness as well as increase the probability of a successful adoption.
- Assist with planning and organizing various fundraising events
- Participate in various fundraising events in roles requiring upbeat and positive interaction with people

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