
OBJECTIVE

Searching for a challenging opportunity for growth with a team-oriented organization that will utilize my demonstrated leadership and management skills, in addition to my expertise in large-scale web development and passion for customer service.

SKILLS

Programming Languages

- Extensive knowledge of Java, Ruby, Ruby on Rails, JSP, SQL, CSS, XML, Shell Scripting.
- Knowledge of C/C++, JavaScript, AJAX, Perl, PHP, ColdFusion.

Operating Platforms & Software Applications

- Windows (XP, Vista, 7), Mac OS X, UNIX, Linux.
- Proven history of front-end user experience troubleshooting specifically for IE (6, 7, 8), Firefox, Safari.
- Extensive knowledge of Microsoft applications, Atlassian, Omniture, various open source applications.

Supplementary Skills

- Web design on worldwide scale, including mobile devices and search engine optimization (SEO).
- Hardware installation, maintenance, and troubleshooting, specifically networking and open source machines.
- Electronics design, construction, and troubleshooting, specifically radio receivers and transceivers.

RELATED EXPERIENCE

Manager, Engineering Support *Groupon, Inc.*

Chicago, IL

September 2010 – present

- Fully responsible for a rotating team of web engineers providing application support and new internal features.
- Established procedures for Tier II, 24x7 support for Groupon.com.

Manager, Interactive Operations *Tribune Technology, Tribune Company*

Chicago, IL

April 2009 – September 2010

- Fully responsible for a team of 10 web developers providing Tribune-operated online media front-end support.
- Established procedures for Tier II and Tier III, 24x7 support for Tribune-operated online media.
- Continued to provide training and documentation for Tribune Interactive Market Relations and Tier I support.

Development Team Lead, Interactive Operations *Tribune Technology, Tribune Company*

Chicago, IL

September 2008 – April 2009

- Led a team of 5 web developers on project initiatives and worked directly with management to achieve goals.
- Implemented and supported mission critical issues for all Tribune-operated online media, including front-end advertisements, Search Engine Optimization (SEO), site performance, and data center migrations.

Technical Producer, Operations *Tribune Interactive, Tribune Company*

Chicago, IL

August 2007 – September 2008

- Developed new template designs, re-designs, and enhancements for Tribune-operated online and mobile media.
- Interacted daily with online content producers and editors in local markets across the country.

Business Technology Analyst *Deloitte Consulting LLP, Deloitte & Touche*

Chicago, IL

July 2006 – August 2007

- Managed a team of developers implementing a Java/JSP application for the State of Wisconsin benefits system.
- Led communications for local office projects and events including campus recruiting and interviewing.

EDUCATION

Indiana University *College of Arts and Sciences*

Bloomington, IN

- Bachelor of Science with Distinction and Honors in Computer Science, minor in Mathematics.
- Cumulative GPA: 3.6/4.0

ACTIVITIES & ACCOMPLISHMENTS

- Assistant coach – Naperville North High School baseball. – Summers 2004-2006.
- Amateur Radio Operator and Volunteer Examiner, Extra Class. – Licensed May 2006.
- Volunteer staff with Naperville Operation Snowball program.