

# Jacqueline Jackson

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## JOB HISTORY

2012 – present Senior Software Engineer / Team Lead, Echo Global Logistics, Chicago, IL & Yorba Linda, CA  
2010 – 2012 Lead developer, Magnani Continuum Marketing – Chicago, IL  
2008 – 2010 Independent Consultant - New York, Madrid, London, Bangkok  
2001 – 2008 Student Services Specialist, Cypress College – Cypress, CA

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## EDUCATION

2009 California State University – Fullerton, CA  
Master's of Software Engineering  
  
2007 California State University – Los Angeles, CA  
Completion of 83 undergraduate units in Computer Science & Math  
  
1998 Stanford University – Palo Alto, CA  
Bachelor's of Sociology and completion of pre-med curriculum

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## TECHNICAL SKILLS SUMMARY

Languages: **C#** , **VB.NET** , **VBA** , **PHP** , Java , Objective-C , C++

Tools: **Visual Studio 2008/2010/2012** , **SSIS 2008** , **NUnit** , **ReSharper** , **Telerik/Kendo** , **Fiddler** , **soapUI** , **Powershell** , **Subversion** , **Log4Net** , **Visual Studio Database Project** , **Cruise Control.NET continuous integration** , **Log4Net** , **Master Data Services** , NuGet , HP Quality Center, Xcode, PasswordSafe

Database: **SQL Server 2005** , **SQL Server 2008 R2** , **SQL Server 2012** , **T-SQL** , **ADO.NET** , Microsoft Access , MySQL, MongoDB , Filemaker Pro , Oracle

Caching: **AppFabric** , **HTML5 Application Cache**

Frameworks: **.NET 2.0 - 4.0** , **ASP.NET MVC 3** , **Razor** , **Entity Framework** , **SOAP/REST** , **WCF** , **Web Services** , **Linq** , **Web Forms** , WebAPI , Cocoa

Client side: **JSLint javascript code quality tool** , **DotLess CSS compiler** , **jQuery** , **javascript** , **AJAX** , **JSON** , **ASP.NET AJAX Toolkit** , **XHTML** , **HTML5** , **CSS** , **XML** , **Mobile apps**, Flash

CMS: Drupal , DotNetNuke

Server OS: **Windows 2003** , **Windows 2008 R2** , **Windows 2012**

OS: **Windows 7** , **Windows 8** , **Windows XP** , Mac OS X , Citrix

Patterns / Practices: **N-Tier** , **Object Oriented Programming** , **Service Oriented Architecture** , **Entity Framework** , **Linq** , **Dependency injection** , **Unity** , **Test-driven development** , **Singleton** , **jQuery Pub/Sub** , Factory

Server Administration: **IIS 6 - 8** , **SQL Server 2005 - 2012** , **Windows Server 2003 - 2012**

Desktop applications: **Photoshop**, Microsoft Office , Adobe Acrobat , Adobe Master Suite CS4 , Visio

Project management: **Agile** , **Scrum** , **UML**

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## EMPLOYMENT HISTORY

2012 - present

Echo Global Logistics

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Senior Software Engineer / Team Lead

### >> PRIMARY RESPONSIBILITIES

- Develop enterprise-level software consisting of web-based external/internal-facing applications, web services, windows services, console apps, and SQL Server databases
- Team lead of one of 12 developer teams at transportation logistics company, responsible for developing an assigned software product
- Full SDLC, front end development, middle-tier, database development

### >> ACHIEVEMENTS

#### Front End

- Developed new front-end application using MVC3, Razor, Telerik KendoUI  
*Also: jQuery, .LESS, JSLint, AJAX, JSON, Single sign-on authentication*

#### Middle Tier

- Developed middle tier web services using WCF, ASMX. Data access using LINQ to SQL, Entity Framework, AppFabric  
*SoapUI, Fiddler, WCF test client*
- Utilized tools to promote code quality  
*ReSharper, NUnit testing*
- Used powershell scripts to automate deployments
- Developed windows services and console applications for load-balanced production environments  
*.NET 2.0 - 4.0, Visual Studio 2008-2012, SQL Server 2008 R2*
- Developed SSIS package to send data via FTP
- Maintain Master Data Services application

#### Database

- Created and maintained SQL Server databases. Use Visual Studio Database Project feature to deploy schema changes and post-deployment SQL scripts  
*SQL Server 2008 R2, SSIS, Visual Studio Database Project*
- Developed SQL jobs to perform periodic data management tasks

### >> PROCESS

- Follow agile process closely, daily scrum standups, biweekly sprint demo to stakeholders  
*Tools: VersionOne, Trello*

- Maintain development, integration, and QA environments  
*Windows Server 2008, SQL Server 2008 R2, IIS 7*
- Design software that is testable, with high quality, fault-tolerant principles  
*NUnit, Test-driven development, CruiseControl.NET continuous integration*
- Work with architecture team to ensure the team's direction is in line with enterprise vision. Communicate design decisions to everyone on the team  
*Discuss design approaches, research existing approaches used in other projects*
- Work with business analyst/product owner to break down agile user stories into smaller functional tasks  
*Identify all steps involved in each functional task. Estimate time/effort to develop, deploy, and test. Consider the abilities of each team developer and assign tasks accordingly.*
- Add wiki articles to department wiki to communicate project structure and set-up to other developers  
*Confluence*
- Continuous self-study via online resources, external developer groups  
*PluralSight, Meetup.com developer groups, developer blogs, Microsoft online resources*

#### >> LEAD

- Own technical design, including high-level conceptual diagram, ERD, service contracts, etc. Develop architectural design for complex projects, review with architecture team
- Perform code reviews, conduct pair programming to communicate design knowledge throughout team
- Identify and manage technical debt
- Work with dedicated QA person to validate software throughout development phase
- Mentor team members and promote coding standards
- Communicate frequently with developer manager, appraising of team progress, design decisions, and any blocking issues
- Balance priorities

#### >> DEPLOYMENT

- Responsible for timely releases and adherence to release process
- Create deployment documentation that outlines release projects and sequential tasks for deployment
- Perform code merges up/down  
*Subversion, TortoiseSVN*
- Perform root cause analysis on defects to ensure fixes are happening in the right way  
*Fiddler, event logging, Log4Net*
- Resolve defects in a timely and effective manner  
*HP Quality Center*

- Work with infrastructure team to create service accounts, permissions, access rights, etc.

## >> TECHNICAL SNAPSHOT

Languages:	C# , PHP
Tools:	Visual Studio 2008/2010/2012 , SSIS 2008, NUnit , ReSharper , Telerik/Kendo , Fiddler , soapUI , Powershell , Subversion , Log4Net , Visual Studio Database Project , Cruise Control.NET continuous integration ,Log4Net , Master Data Services , NuGet , Node.js , HP Quality Center, PasswordSafe
Database:	SQL Server 2008 R2 , MongoDB
Caching:	AppFabric , HTML5 Application Cache
Frameworks:	.NET 2.0 - 4.0 , ASP.NET MVC 3 , Razor , Entity Framework , SOAP/REST , WCF , Web Services , Web Forms
Client side:	JSLint , DotLess , jQuery , javascript , AJAX , JSON , XHTML , CSS , XML
Server OS:	Windows 2008 R2
OS:	Windows 7
Patterns / Practices:	N-Tier , Service Oriented Architecture , Entity Framework , Dependency injection , Linq, Unity , Test-driven development , Singleton , jQuery Pub/Sub , Factory
Server Administration:	IIS 7 , SQL Server 2008 R2 , Windows Server 2008
Desktop applications:	Microsoft Office , Visio
Project management:	Agile , Scrum , UML

## 2010 - 2012

Magnani Continuum Marketing

### Lead Developer

Serve as lead developer and DBA for digital projects at a marketing firm. Develop web sites and web applications for firm's B2B clients, ensuring cross-browser compatibility. **Solely responsible for all digital/web projects, including all front-end, middle-tier, and database development** (with the exception of Flash development). Utilize a variety of developer tools and languages including Visual Studio 2008/2010, C#, AJAX, jQuery, and XML. Create and maintain SQL Server databases. Write stored procedures. Integrate 3<sup>rd</sup> party APIs (Google Maps, MailChimp, Twitter, Facebook). Administer IIS server. Develop mobile apps using HTML5, Javascript, Xcode, and Adobe FlashBuilder. Maintain client websites. Manage CMS sites using DotNetNuke. Work closely with graphic designers and account managers during project plan and execution. Agency develops HTML e-mails for client e-mail campaigns - act as subject matter expert for HTML e-mail coding and backup programmer for complex e-mail templates. Develop SEO strategies for client sites and analyze site analytics. Develop software requirements documentation, including functional requirements and UML. Deploy projects on remote web servers. Set up and configure web servers as needed. Share digital expertise with colleagues, act as knowledge resource for web trends and technology, make recommendations for digital marketing solutions. Meet with clients to gather functional and technical requirements. Meet with prospective clients at digital project proposals. Provide time estimates for project executions.

### Achievements:

- Develop web applications and custom CMS systems to manage site content. Below are a few of the custom websites that I developed and maintained during my tenure. Some were fixed-term marketing initiatives that have since been retired.
  - [www.magnani.com](http://www.magnani.com): Developed and deployed company website with custom CMS. Built in ASP.NET, VB.NET, SQL Server 2005. Extensive use of jQuery. Integrate Google, Wordpress, and Twitter APIs.
  - [www.mag500.com](http://www.mag500.com): In-house project management system to manage project timelines, project assets, team member tasks, creative review, and project communication. Includes searchable archive of all projects assets and asset meta data. Includes editable Gantt charts, calendar view of project deadlines, export of project timelines to Microsoft Excel, conversion of PDF files to JPG images, AJAX functionality to allow user to post comments directly on JPG image during creative review process, parse Microsoft Excel spreadsheets for batch upload of asset meta data, process batch upload of project assets, automatic email notification, user roles and permissions. System is internal and client facing. Develop with Visual Studio 2010, SQL Server 2005, ASP.NET, C#, AJAX Toolkit, 3-tier layered architecture.
  - [www.renaissancegetawaygiveaway.com](http://www.renaissancegetawaygiveaway.com): Developed and deployed contest site for Renaissance Hotels. Includes member login and custom backend admin tool to administer registered members. Built with ASP.NET, C#, SQL Server 2005.
  - [www.inchefshands.org](http://www.inchefshands.org): Developed website for nonprofit group, including custom CMS. Built with ASP.NET, C#, SQL Server 2005, 3-tier layered architecture-
  - [www.runthewarehouse.com](http://www.runthewarehouse.com): Marriott Hotels contest site with member login and custom CMS to manage registered members. Includes user controls and custom admin tool to manage member list and export to Microsoft Excel.
  - [holiday.magnani.com](http://holiday.magnani.com): Holiday website integrating a Flash game. Automated generation of XML to display top scores. Integration of Facebook and LinkedIn APIs.
  - [www.neworleanslucky11.com](http://www.neworleanslucky11.com): Marriott Hotel microsite with user friendly admin tool to set promotion dates. Built using VB.NET, SQL Server 2005.
  - [www.pwcc.org](http://www.pwcc.org): Provide website and SQL Server maintenance to professional Women's Club of Chicago site built in DotNetNuke.
  - [www.cmegroup.com/trading/fx/realized-fx-volatilities](http://www.cmegroup.com/trading/fx/realized-fx-volatilities). Developed jQuery script to read Excel file and output formatted HTML tables for CME Group webpage.
  - Developed prototype website for large healthcare corporation. Worked closely with client and client's IT team to develop functional specifications and technical requirements. Prepare for integration with client's Sharepoint system. Developed in Visual Studio 2010, Windows 2008 R2, SQL Server 2008 R2, C#.
- Administer remote IIS server, host client web sites on web server, create and manage SQL Server databases
- Developed web app utilizing HTML5 application caching

**Technical snapshot:** ASP.NET 2.0 - 4.0, VB.NET, C#, SQL Server 2005/2008 R2, Visual Studio 2008/2010, IIS6/7, AJAX, jQuery, Javascript, XML, Flash, Photoshop, PHP, DotNetNuke, XHTML, CSS, Xcode, Objective-C, HTML5

## Independent Consultant

Develop databases and web sites for a diverse range of clients, including graphic design work. Project portfolio can be viewed at [www.jackyejackson.com](http://www.jackyejackson.com).

### Achievements:

- Developed a medium scale database solution for a private elementary school to manage admissions, enrollment, alumni, and parent volunteer hours. Client requested a Microsoft Access solution that they could maintain themselves. Utilized a MySQL database backend for scalability and reliability.
- Developed small business websites utilizing ASP.NET, C#, SQL Server, HTML, CSS, Flash.
- Developed a social networking prototype website utilizing an open source content management system (Drupal).

**Technical Snapshot:** ASP.NET, C#, SQL Server, MySQL, Microsoft Access, VBA , HTML, CSS, Flash, XML, Drupal, Photoshop

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### May 2009 – July 2009

Goodwill Group Foundation, Bangkok, Thailand

Goodwill Group Foundation is a nonprofit organization that provides language classes, microloans, and job placement services to underprivileged Thai women. Their existing data management tools were limited in scope and consisted mainly of spreadsheets. They required a database system that was user friendly, could be maintained by volunteer staff, and was comprehensive.

### Volunteer database developer

Created program database in Microsoft Access to track program's language classes and enrollment, microloans, job placement activities, donors, volunteers, student surveys, and reporting.

### Achievements:

- Developed new information management system using Microsoft Access and conducted staff trainings.
- Taught beginning level English classes.

**Technical Snapshot:** Microsoft Access, VBA

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### January 2009 – April 2009

Guys' and St. Thomas' Hospital, London, United Kingdom

Women's Services department in the Guys' and St. Thomas' Hospital utilized an independent SQL Server application to track patient care services provided within the department and in offsite clinics, including tracking of maternity deliveries and surgeries and prenatal care.

### Information Systems Development and Training Officer

Managed the development of the Women's Services department information systems. Administered, developed and provided support for the Women's Services application *Healthware*. Administered *Healthware* application and provided application support to users. Managed and developed databases to process data and statistical analyses. Database query writing and reporting using SQL Server and Microsoft Access. Content owner/editor of Women's services website on the intranet. Provided offsite technical support to local maternity clinics.

Lead on monitoring and developing methods to improve data quality. Promoted good data quality practices. Coordinated training program and conducted training sessions for staff to become competent with the use of all information systems that applied to the Women's Services department. Ordered and tracked IT expenditures. Key relationships with Midwifery Managers and Gynecology physicians. Liaison between Women's Services department and IT Applications Team and System Managers. Frequent coordination with UK national child registry to ensure all newborns were accurately reported.

**Achievements:**

- Developed daily activity reports monitoring patients, recent deliveries and surgeries, and prenatal care. Provided statistical analysis of patients and department services. Created custom queries to extract patient and services data from SQL Server database.
- Develop and implement strategies to improve quality of information recorded in system application.

**Technical Snapshot:** SQL Server, Microsoft Access, Excel, Healthware application

**January 2008 – March 2008**

United Nations, New York, NY

The United Nations Staff Counselor's Office provides consultation, counseling, resources, referrals, and seminars that support UN personnel and their families

**Information Technology Intern**

Provided IT support to the Staff's Counselor's Office. Maintained office intranet website. Provided front office administrative support as needed.

**Achievements:**

- Developed Staff Induction database to track new UN personnel and all orientation services provided.
- Developed database to track and manage intern projects.
- Managed database that tracked program services provided to office visitors.
- Edited website as needed using content management system. Added an event calendar using Google calendar.
- Developed office manual for interns and staff. Developed Frequently Asked Questions resource manual for front office personnel.

**Technical Snapshot:** Microsoft Access, Lotus Notes, Google calendar, Microsoft Office

**January 2001 – January 2008**

Cypress College, Cypress, CA

The Extended Opportunities Programs and Services (EOPS) office at Cypress Community College provides support services to educationally disadvantaged, low-income or first-generation college students.

**Student Services Specialist**

Primary duties included managing the program budget and, eventually, providing IT support to staff. I expanded my job duties by developing databases to manage the program's information management needs. Extensive experience developing reports for end users, using Microsoft Access, Argos (third-party reporting tool), and an Oracle enterprise database. Developed the program website using HTML and CSS. Reconciled program budget expenditures totaling \$1 million, processed hiring and payroll forms, and created requisitions and budget transfers. Developed budget projections, tracked office and payroll expenditures, and supervised hourly employees.

**Achievements:**

- Developed Microsoft Access database to track students, admissions, support services provided, outreach activity, counseling appointments and notes. Database was utilized by all office personnel and was the primary information management system for the program. Established ODBC connection to Oracle enterprise system to access student academic and financial data. Developed custom reports.
- Developed Microsoft Access databases to manage office inventory and timesheets/payroll.

- Developed Filemaker Pro database to manage tutoring appointments, tutor schedules and tutee academic progress.
- Used third-party reporting tool to develop queries and reports for other campus departments, utilizing experience with Student, Financial Aid, Finance, and Human Resources enterprise application modules.
- Conducted district-level training workshops on database querying and reporting, utilizing Microsoft Access reporting and ODBC connection to Oracle enterprise database.
- Member of Student Module Banner Team, district-level committee guiding the development and enhancement of SCT Banner enterprise system.
- Trained office staff on mail merges, batch e-mail, data exports, database use.

**Technical Snapshot:** Microsoft Access, Oracle, SQL, VBA, Argos third-party reporting application, SCT Banner university management information system , Citrix, Novell Groupwise, Adobe Acrobat, VBscript, ODBC, Dreamweaver, HTML, CSS, Microsoft Excel