

JOSHUA H. JACKSON

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PROFESSIONAL SUMMARY

Innovative computer operator with knowledge and experience operating computers and server. My years of experience have given me the ability, patience, and drive to solve all technical issues with accuracy and efficiency. Effective collaborator always eager to contribute individually or guide group review and brainstorming sessions. Skilled communicator comfortable working with all levels of customer staff and senior leadership. Provides superior customer service to internal and external clients through frequent and timely communications.

SKILLS

- Proficient in debugging performance issues
 - Follow SOLID principles
 - Proficient using Android Studio IDE
 - Proficient with Unity
 - Proficient with Windows OS
 - Proficient using S.N.O.W, Netcool, Remedy
 - Proficient in prototyping new game design concepts
 - Experience using C#, C++, Java, HTML, CSS, JavaScript
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KEY ACCOMPLISHMENTS

- Achieved 100% customer satisfaction rating while resolving issues within the given SLA.
 - Email sent from customer to our distribution list thanking me for my professionalism when patching and rebooting their servers.
 - Managed the Windows, Linux, VMWare, and Oracle teams when restoring servers from a remote site during an outage.
 - Fully automated the AWS communication between the main site's back-end and amazon.
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EXPERIENCE

ATOS

(2015 – *Curent*) Operator II

- 5 years' experience in an ITIL environment with SLAs for break-fix incidents, customer requests, and with a strict change management team.
- Monitored alerting systems (SevOne/Netcool, IOC, Service Now) for system messages and alerts.
- Monitored IBM mainframe consoles, analyze system messages, troubleshoot and resolves events, performs IPL's.
- Performed Production Control duties for mainframe and midrange batch utilizing scheduling tool sets, execute jobs for batch processing and monitor to completion, troubleshoot/triage job failures and work closely with support teams to identify root cause identification and resolution.
- Escalated/reported the repair of Mainframe, AS400, and Windows/Unix servers.
- Performed level 1/2 Windows OS maintenance and troubleshooting.
- Monitored performance of all enterprise servers, networks, communications devices, etc. Ensure department standards, procedures, and processes are followed, adherence to service level agreements, monitor processing issue resolution activities to ensure completion in a satisfactory and timely manner.
- Experience coordinating my efforts with other towers to resolve incidents and complete changes within their allotted time.
- Ensured Incident tickets were initiated and kept updated, provided accurate description of issues, documented detailed work activity, saw issues to resolution, or escalated to the next tier.

MEDHAB

(2015 – 2017) *Programmer*

- Developed reports to improve company's productivity and margins.
- Integrated Amazon Web Service automation into website inventory management to reduce overall workload.
- Handled front-end UI changes on applications using Android Studios.
- Did front-end/back-end changes to website to improve user usability.
- Created 3D objects and animations using LightWave for use in Android applications.
- Handled customer support for startup and release of main product

GAME PROJECTS

RUIN RAIDER

(2016 – 2018) *Lead Programmer and Game Developer for a team of 6*

- Lead the team through the entire development pipeline and released the game in October of 2018.
- Handled all game mechanic implementations including powerups, scoring, power resets.
- Implemented Ads for revenue using Unity Ads
- Worked closely with the artist from concept design to final release.
- Implemented patches and bug fixes for 1 year after game release.

ZOMBIE TOYS

(2019) – *Solo Programming Exercise*

- Implemented 3D shaders and textures.
- Gained experience implementing particle effects and animation.
- Integrated 3D sound and sound effects
- Developed automation framework and wrote test cases to maximize success of enemy spawn intervals

KILLER WAVE

(2020) – *Solo Programming Exercise*

- Implemented scripts to interact with Unity's particle systems, rendering, and lighting API.
- Configured game object behavior, and physics.
- Implemented and configured inputs, controls, camera views, and movement.
- Evaluated errors and performance issues using Unity profiler.
- Implemented low polygon models, polished the lighting scheme in the scenes, and utilized the Unity performance testing tools to optimize for mobile release.

EDUCATION & PROFESSIONAL DEVELOPMENT

Angelo State University

2601 W Ave N, San Angelo, TX, December 2014

BACHELOR'S DEGREE IN COMPUTER SCIENCE

Minor in Technical Writing

- Unity Certified Game Developer (2020)
- Java for Android (2016)
- English: Native speaker
- ASU Certification for Game Development (2014)
- Android App Components – Services, etc. (2016)
- Spanish: Beginner

LINKS

- [LinkedIn Profile](#)
- [Unity Learning Dashboard](#)
- [My Online Profile](#)