



Zack Jenks

PO Box 492
Burns, OR 97720
(541) 589-3362
zackjenks@gmail.com
<http://www.zackjenks.com>

OBJECTIVE

To exceed expectations in web practices by combining a knack for problem solving with a passion for usability, accessibility, clean design, and healthy code.

SUMMARY OF QUALIFICATIONS

Experienced Web Developer of over 7 years who takes great pride in his customer-centric and user-friendly craftsmanship. Educated with a Bachelor of Science degree in Information Systems and a minor in Computer Science. Excels in many aspects of Web Development from building web servers to creating applications to training users. Strives to keep on the cutting edge of web technologies and standards.

TECHNICAL SKILLS

<u>Usability Engineering:</u>	Prototypes, User Tests, Layout, Navigation, Color, Cues, Feedback, Simplicity, Consistency.
<u>Web Development:</u>	OOP, AJAX, XHTML, PHP, Java, JSP, Servlets, XML, CSS, RSS, JavaScript, ActionScript, MXML, JSON, LDAP, XUL. <i>Tools: Acrobat, Dreamweaver, Contribute, Flash, Eclipse, Flex Builder, UltraEdit, Perforce, Javac, Ant, JUnit.</i>
<u>Web Best Practices:</u>	Cross Browser Compatibility, W3C Standards, XHTML/508/CSS/RSS Validation, Model/View/Controller Architecture.
<u>Web Marketing:</u>	Search Engine Optimization, Web Traffic Analysis, Accessibility.
<u>Web Servers:</u>	SuSe/RedHat Linux, Windows Server 200X, Apache, Tomcat, EAServer.
<u>Web Design:</u>	Web 2.0 Interfaces, Logos, Icons, Vector Graphics, Flash, Animation, Movie Clips, Photography, Typography. <i>Tools: Photoshop, Fireworks, Illustrator, ImageReady, Flash.</i>
<u>Design Artifacts:</u>	UML (Use Case Diagrams, Sequence Diagrams, Class Diagrams), ER Diagrams, DFD Diagrams, Test Procedures, User/System Requirements, User Manuals. <i>Tools: Visio, PowerDesigner, Access.</i>
<u>Databases:</u>	SQL, MySQL, Oracle, Sybase, SQL Server, Access, JDBC. <i>Tools: RapidSQL.</i>
<u>Network/System Admin:</u>	TCP/IP, DNS, Virtual Domains/Users, Subdomains, FTP, SSH, Crontab, Samba, Permissions, Users/Groups, Logging, Backups, Firewalls, Security
<u>Framework/API:</u>	Java SDK, Flex SDK, CakePHP, Google Maps, Scriptaculous, REST, SOAP.
<u>Audio/Video:</u>	Capture, Edit, Compress, Embed, Convert. <i>Tools: Premiere, Flash, Audacity.</i>
<u>Operating Systems:</u>	Windows, Mac OS, SuSe/RedHat Linux, Unix, DOS.
<u>Other Programming:</u>	Visual Basic, C, Perl, Shell Scripts. <i>Tools: Visual Studio.</i>
<u>Mathematics:</u>	Algebra, Trigonometry, Calculus (1-4), Discrete, Statistics, Probability.

EDUCATION

- B.S. Management Information Systems / Minor: Computer Science - *Oregon State University (2002)*
- Learning Java: Building Business Applications - *OGI School of Science and Engineering (2006)*
- Steven Covey's Seven Habits of Highly Effective People - *Oregon Liquor Control Commission (2006)*

PROFESSIONAL EXPERIENCE

11/2007 – Present

Litehouse Technology, LLC

Burns, OR

President & Founder

Build web development business from the ground up. Write business plan, develop marketing strategy, set up office, and build client base. Create and implement marketing plans, design/place advertisements, contact prospects, and implement other growth strategies. Handle all aspects of day-to-day operations including project management, customer service/support, sales, bookkeeping, company finance, budgets, proposals, data backups, scheduling, equipment maintenance, technical support, server admin, web development, etc. Manage contractors and costs to keep projects on time and on budget.

11/2005 – 11/2007

Oregon Liquor Control Commission

Portland, OR

Information Systems Specialist 5 - Web Developer

Collaborate with users, analysts, database administrators, managers, and programmers to build Java-based web applications. Work with team to brainstorm ideas and implement solutions for increasing productivity. Build application servers, review and interpret user requirements, perform usability analysis, design user interfaces, generate design documents, plan projects, build Java/JSP applications, demo prototypes, train users and staff, research new web technologies, learn and configure purchased software.

Key Accomplishments Included:

- Enhanced web presence by designing and helping build their first public web application. Recognized for its ease of use, advanced search and map features, and clean interface.
- Increased productivity and empowered departments by implementing a content management system.
- Increased response time and accessibility of desktop applications by helping convert them to web applications and writing and administering the policies necessary for deployment.
- Improved quality and accessibility by helping define and write the agency's web standards.
- Established higher quality web design, usability, and maintainability by incorporating user-friendly interfaces, valid markup, dynamic headers and footers, and multiple browser/platform testing.
- Increased efficiency by recommending and creating an online, database-driven staff directory.
- Reduced maintenance time and increased usage by building a cleaner, more user-friendly intranet.

10/2002 – 11/2005

Intermountain Technology (Education Service District)

Pendleton, OR

Web Developer (10/2002 – 11/2005)

Enhance internet presence by building, securing, managing, maintaining, and upgrading Linux web servers and PHP applications. Conduct customer interviews, create design/requirements documents, write testing procedures, utilize team members, and research cutting-edge methods to develop quality software. Provide training, education, and support to customers.

Key Accomplishments Included:

- Managed 20+ web projects and showed initiative to expand responsibilities in web team.
- Pioneered shift toward better design documentation to facilitate product quality and teamwork.
- Increased productivity by developing reusable modules for team use.
- Built and administered several secure web servers.

Desktop Support Specialist (10/2002 – 10/2003)

Resolve hardware, software, and network problems for customers in person, online, and over the telephone. Maintain, upgrade, test, diagnose, repair, and track equipment throughout school district. Provide technical support and training to customers. Engage in team information sharing.

Key Accomplishments Included:

- Boosted customer satisfaction with quality service, excellent communication, and great teamwork.
- Substantially reduced the average number of unresolved customer problems on a monthly basis.