

Mitch Jackson

PROGRAMMER ANALYST // SYSTEMS ADMINISTRATOR

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Programming Languages and Frameworks

- Python, Perl, PHP, Bash, HTML, CSS, XML, SQL, Javascript, Catalyst, Flask, Mojo, Pelican, Bootstrap, jQuery

Software and Tools

- **Platforms:** Linux, Redhat, Fedora, CentOS, Microsoft Windows, MacOS
- **Deployment:** Vagrant, StackScript, Docker, FastCGI, PXE
- **Revision Control:** Git, SVN, CVS
- **Servers:**
 - **Web:** Apache, IIS, Nginx, SOCKS Proxy
 - **E-Mail:** Sendmail, Postfix, Dovecot, Exim, SpamAssassin
 - **Domain:** BIND, Microsoft Domain Controller, Radius, LDAP
 - **Comms:** Asterix VoIP, jabberd XMPP
- **Databases:** MySQL, MariaDB, Microsoft SQL, DBIC
- **Security:** Server Hardening to DOD STIG standards, iptables, firewallld, SELinux, Tripwire, ModSecurity
- **Also:** Photoshop, Office, Flash

Employment History

Contract Programmer >> Freeside Internet Services >> 10/2014 - Present

- Implemented new features and resolved bug reports for enterprise application using Perl, Debian linux, Postgresql, RT
- Automated dev-server creation process with Vagrant

Tech Manager >> The Broken iPhone >> 07/2014 - 09/2017

- Deployed VoIP phone systems with multiple lines, phone trees, voicemail to text and dynamic assignment
- Deployed QoS, network management, Apple Server with caching
- Servers and tools: Configured and managed linux web, email and DNS
- Created interactive Bash scripted backup and restore tools for MacOS and Windows
- Helped create repair procedures and training instructions for computer and device repair
- Repaired broken phones and tablets: Screens, charging ports, headphone jacks, software problems, etc
- Repaired Laptops and PCs: LCD panels, hard drives, software problems, viruses, malware, etc
- Managed part inventories: Created a system to track part usage trends over time and recommend inventory stock levels. Ordered and stocked parts, processed and tracked RMA returns and paperwork

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Systems Analyst Leader >> SPAWAR (CSC) >> 03/2008-08/2008

- Deployed linux and cluster server installations. Secured servers to DOD STIG security specifications
- Updated perl/Bash automated tool to deploy STIG hardening to servers
- Using Perl, Catalyst, MySQL, Oracle, Flash and JavaScript designed, created and deployed a metrics dashboard for a large MPI cluster application
- Identified and deployed a simplified CAC secure login via Apache proxying and HTTP-Header manipulation

IT Manager & Lead Developer >> Fidelity Reserves >> 07/2005-03/2008

- Managed and trained team of developers working with Perl, Catalyst, PHP, Linux, MSSql and MySQL
- Hired, managed and trained team of IT personnel to support call center and offices
- Oversaw relocation and upgrade of company networks and servers. Increased capacity by over 500%
- Redesigned and developed Sales and Customer Management Web Application used by a 100+ seat call center. Initially designed with PHP, Microsoft SQL and IIS. Redesigned with Perl, Catalyst, MySQL and RHEL
- Designed and implemented a company-wide Single-Sign-On experience:
 - LDAP: User logged into any desk in the organization fully ready to work
 - NFS: Documents, data and preferences migrated and live synced
 - VoIP, TFTP: Polycom handset configured with user extension, voicemail and dialer profile
 - Enterprise suite of applications automatically logged in and configured: CRM, Email, Jabber, etc
- Configured and deployed an Asterix based call center phone system under RHEL:
 - T1 and VoIP trunks and hundreds of simultaneous lines with a predictive auto-dialer system
 - Polycom handsets autoconfigured via TFTP, XML, SOAP
 - Integrated asterisk dial plan and autodialer with CRM application for dialing, logging and call recording
- Designed and deployed XMMP jabberd instant-message system to replace AIM/MSN use:
 - Users logged in automatically upon workstation login with Single-Sign-On
 - Developed a dashboard for viewing and searching chat history using Perl, Catalyst, MySQL and CGI
 - Developed XMPP chat-bot with Perl as a linux daemon, with a push notification API

Contractor/Entrepreneur >> Tower Designs / OnSite Mobile / M&M Amusements

- Developed and maintained ORM/CRM/Dispatching application for two large plumbing companies. Heritage Dispatch was in use for over 10 years. Built with Perl, MySQL and IIS, and SMS
- Developed and sold, for 6 years, ordering and inventory management system for comic shop owners. Updated massive product database of comic titles and toys from data sources. Shoppers subscribed to monthly ordered comics, and product orders auto-generated to distributor
- Owned and operated groundZero Arcade. Managed business, purchased and repaired arcade games

Systems Administrator / Web Developer >> VEI Communications >> 07/2002-11/2003

Systems Administrator / Web Developer >> GeoTEC Internet >> 11/1998-11/1999