

# Jerome Alexander Lang

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## Summary of Qualifications

Over seven years experience in Software Development, Systems Analysis, and Project Management in a variety of large and small intranet and client-server applications. Significant experience in web development, Unix and Windows administration, and relational databases such as Oracle and Microsoft SQL Server. Strong project management, public speaking, and writing ability as well as strong customer service skills. Highly motivated, quick learner, and a team player.

Server OS:	Windows 2003 Server, Solaris, Mac OS X, HP-UX
DBMS:	Oracle 8i, Microsoft SQL Server 7/2000, MySQL, Microsoft Access
Languages:	Java, Visual Basic, SQL, Perl, C++, XML/XSLT
Web Development:	PHP, ASP.NET, ColdFusion MX, HTML, Java servlets, JavaScript, CSS
Web Design:	Dreamweaver, Flash, Fireworks, Adobe Photoshop, Illustrator, Premier
Server Applications:	Apache, Tomcat, Microsoft IIS, OpenLDAP, Windows Active Directory

## Professional Experience

### Web Systems Engineer (December 2004 – Present)

Carnegie Mellon University, Pittsburgh, PA

Primary system administrator for twenty 24x7 production Solaris and Red Hat Linux servers including Apache 1.3, Tomcat, Vignette Application Portal 7, Remedy 5, Oracle 8i, and lots of homegrown Perl, Java, and PHP. This server group supports most internal and external web content for Carnegie Mellon's campuses worldwide including over 20,000 active users. Project manager and lead developer for custom content management system upgrade for [www.cmu.edu](http://www.cmu.edu) supporting 300 content creators in 50 academic and administrative units across three campuses. Act as technical lead to investigate, recommend, and implement a new campus web search toolkit (e.g. Verity, Google appliance). Manage customer and vendor relationships, provide expert-level customer service, and support University web initiatives with technical, marketing and outreach skills. Implemented a consolidated web logging and reporting project using Perl and Google Urchin 5.0 to assist in marketing campaign tracking.

### User Analyst (August 2003 – December 2004)

Carnegie Mellon University, Pittsburgh, PA

Analyzed, interpreted, and reported on service, demographic, and survey data in support of decision-making for Carnegie Mellon's Computing Services Division, using Oracle 8i, Microsoft Access, Perl and XML. Analyzed usage of central printing system, resulting in implementation of a new system that has reduced printing costs by \$100,000 annually. Coordinated ongoing customer outreach activities, including monthly forums, web site, and mailing lists, with technical staff in campus departments using Computing Services' infrastructure. Performed marketing analyses of targeted campus users via one-on-one interviews, facilitated focus groups, and web-deployed surveys. Recommended developments and enhancements for centrally-provided services based on data gathered via formal proposals and service- and operation- level agreements. Coordinated a six-month campus-wide network upgrade affecting 10,000 users in over 40 buildings, including all scheduling and communication of planned outages.

### Information and Technology Assistant (November 2001 – August 2003)

Carnegie Mellon University, Pittsburgh, PA

#### *Management of Information Systems*

Managed IT activities for the 10 departments within the Division of Student Affairs. Managed all aspects of software development life cycle, including requirements gathering and analysis, design, testing, and quality assurance. Consulted departmental directors regarding IT needs such as strategic planning, web presence, office computing, and security. Selected technological approaches based on requirements, security, cost, scalability,

and reusability. Supervised a team of 5 student web developers. Managed a \$50,000 software & equipment budget, as well as billing to departments for technical projects.

#### *Web Application Development*

Designed and created database-backed web applications for the Division of Student Affairs using IIS 5.0, ColdFusion MX, and SQL Server 7, including identity management, authentication and authorization services. Created many event registration forms, surveys, and feedback forms; including complex administrative interfaces. Administered six Windows 2000 Servers, including IIS 5, MS SQL Server 7, and ColdFusion MX. This server group had over 6 million hits for calendar year 2002.

Managed implementation and upgrade of student information system supporting 4000 international students to support Federal mandate (SEVP/SEVIS). Developed project plan, evaluated and selected software products. Purchased, configured, and secured Windows 2000 server and desktop hardware and software. Performed data migration and configured peer-system EDI using XML and XSLT.

#### **Software Developer (February 2001 – November 2001)**

Agere Systems, Breinigsville, PA

#### *Computer-Based Training package (CBT)*

Designed and developed a Computer-Based Training package using Java Swing applications, servlets, JDBC, Borland JBuilder 4, and Oracle 8.1. The CBT application was designed to train, evaluate, and certify manufacturing associates in performing various manufacturing processes on three shifts at three locations.

#### *Software Manufacturing Systems department web site*

Designed, developed, and implemented the Software Manufacturing Systems department web site using Cold Fusion, HTML, JavaScript, and CSS. Documented four large instances of Oracle 8.1 for use by non-IT engineers; includes queries to data dictionary as well as data preview functions.

#### *Fiber Amplifiers Bulletin Board System*

The Fiber Amplifiers Bulletin Board System (FABBS) facilitated communication between manufacturing personnel, engineering, and management across three shifts in multiple locations, resulting in cost savings of \$100,000 by reducing rework. Gathered requirements with employee concept group, management, and engineering. Designed and developed web applications using Perl/CGI, HTML, and JavaScript. Created documentation for end users and FABBS administration. Conducted end-user training for over 250 manufacturing personnel.

#### *Client and Server Administration*

Installed, configured, and maintained over 60 manufacturing support PC's running Windows NT. Assisted system administrators with 3 HP UX servers, including backup and recovery, shell scripting, and configuration of Apache and Samba. Attended a 1-week HP System & Network Administration class.

## **Education**

#### **Master of Science in Information Technology: Information Technology Management (May 2006)**

Carnegie Mellon University, Pittsburgh, PA

Completed classes include Database Management, Object-Oriented Analysis & Design, Java, C++, eCommerce, Telecommunications Management, Statistics, Management of Information Systems, Information Security Management. Current QPA 3.9.

#### **Bachelor of Music: Music Recording Technology (May 1999)**

Lebanon Valley College, Annville, PA