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# Jason Klus

## Objective

Find a job that utilizes my skills in calming angry customers.

## Summary

- Trained a division of AT&T in the GUI which monitors the central portion of their provisioning platform
- Founding member of tech support groups at Software Synergy Inc and RCN
- Supported customers both on site and in a call center
- Experience in CSS, HTML, SQL, Python, AWK, UNIX, Windowss, PHP, ASP, and several proprietary languages

## Experience

| 2004-2005 | Media Evolution | Red Bank, NJ |
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Support Specialist

- Supported a customizable web based learning management system
- Responsible for using and altering Ticketing System to help generate better process
- Returned to windows environment by troubleshooting ASP and SQL Server 2000
- Phone and Email support
- Aided in designing and implementing process
- Helped identify requirements to better meet customer needs
- Frequently diagnosed and helped repair reporting issues

| 2000-2002 | Software Synergy Inc | Morganville, NJ |
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Application Support Engineer

- Developed AWK and shell scripts to monitor application activities and generate performance numbers
- Worked on databases (Sybase, Oracle, Informix) to identify data issues.  Wrote SQL statements against them to generate application reports, identify presence of data,  and take metrics.
- Supported User Acceptance Testing for customers:
- Started and supported the test division.  This required environment setup,  test data preparation, metrics on testing for a customer report, training of later members coming in, simulator use, ticketing and the go no go call
- Started the support division predominantly doing on site system support. Wrote tickets and tested fixes
- Performed duties in regard to all tickets, deliveries, and installations at customer sites
- Presented training to customers
- Used Veritas to  monitor, maintain, and test the service activation system as well as perform failover
- Tested telnet interfaces from upstream system (Telcordia Switch Manager).These interfaces mimicked 5ESS and DMS 100 phone switches
- Wrote XML and tools to generate XML files for testing

| 1999-2000 | AT&T | Somerset,NJ |
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## Application Developer

- Created Interactive Voice Response applications on Lucent Conversant boxes (US Census Bureau, MedCo, US Postal Service) and source code controlled them with sablime
- Wrote daily, monthly and weekly reports using crystal reports
- Wrote requirements for applications being migrated from another Interactive Voice Response platform to the Conversant Platform.

| 1997-1999 | RCN Inc | Lawrenceville,NJ |
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## Cable Modem Support Tech

- Charter member of RCN's new cable modem service team which was responsible for taking calls and handling any problem (modem needs to be reset, missing protocols, bad user accounts, NIC card drivers, Dialer problems before the cable modems went full-duplex)
- Provided customer phone support primarily in networking
- Aided in developing new processes specific to handling the cable modem issues
- Identified issues that impacted a large part of the customer base
- Worked with team to establish processes to support business
- Established sales protocol for the sales department as well as pre-sales support

| 1995 to 1997 | Webspan Inc | Howell,NJ |
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## Tier 1 Technical Support Representative

- Fixed configuration problems on the customer's PC(Windows 3.1, 95 and Mac)
- Diagnosis of server and POP problems
- Web page development assistance

## Education

| May 2013 | Ocean County College | Toms River,NJ |
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## Webmaster Certification