

# Tishan Clarke

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## EDUCATION

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|---------------------------------------|---|
| <b>2008 - 2011</b>                    | <b>Algonquin College</b><br>Internet Applications Programmer        |
| <b>2007 - 2008</b>                    | <b>Everest College</b><br>Web Technology                            |
| <b>2004 - 2007</b>                    | <b>University of Ottawa</b><br>Philosophy and Political Science     |
| <b>2006</b> ( <i>summer program</i> ) | <b>University of Quebec (Montreal)</b><br>École de langues (French) |

## PROFESSIONAL EXPERIENCES

### **Canada Border Services Agency – Junior Web Developer**

- Developed web applications using ASP technology
- Used Microsoft SQL Server (SSMS) to update and maintain databases
- Set up multimedia systems for meetings and conferences
- Reorganized entire intranet and updated hyperlinks and breadcrumbs
- Wrote xHTML, CSS, VBScript code to create web pages
- Implement manager and staff requests for intranet website
- Write ASP and SQL code to implement letter generator system from GUI

### **Department of Defence – Site Services Technician I**

- Troubleshoot software and hardware computer problems
- Installing and configuring softwares to network standard
- Connecting computers to designated networks
- Installing operating systems
- Performing computer and email back-ups
- Establishing email accounts and IP addresses
- Configuring military officers' blackberry smart phones to network standard
- Upgrading memory and hard drive devices
- Providing technical advice to civilian and military staff
- Resolving computer performance-related issues
- Responds to computer-related complaints and queries

### **Conference Board Canada – Web Developer**

- Developer for the Conference Board of Canada web application *affordable housing tools* (<http://sso.conferenceboard.ca/networks/rsedh/Housing/default.aspx>)
- Created calculators for different housing tools using JavaScript
- Used Sitefinity CMS (ASP.NET) to maintain and make changes to finished websites
- Edited work of other designers and developers
- Reported website suggestions and changes to senior manager
- Created tools for website using CSS and jQuery
- Used Photoshop, Dreamweaver and Visual Studio to conduct work

### **Department of Industry, Canada - Programmer Analyst**

- Performed Load and Performance testing for web applications
- Used *NeoLoad* software to conduct stress testing for web applications
- Created Use Case and Test Case scenarios for existing and future web applications
- Worked with multiple teams to solidify standards for Use and Test cases
- Quality Assurance (QA) testing for web applications to ensure standard compliance
- Produced reports for management based on stress test results
- Made recommendations to management based on stress test results
- Created and implemented standard procedure for performing stress testing
- Conducted meetings for progress of stress tests done on applications
- Made presentation of research and work conducted to *Director General*

### **City of Ottawa - Web Designer/Developer**

- Help to create OC Transpo public website ([www.octranspo1.com](http://www.octranspo1.com))
- Help to create OC Transpo internal website ([www.octranspo2.com](http://www.octranspo2.com))
- Reported to manager my recommendations on layout/functionality of website
- Reported to manager my recommendations on scripting/coding of website
- Prepared website for presentation to Department Director
- Managed content for OC Transpo website
- Created custom graphic designs using Adobe Photoshop
- Formatted website content using CSS
- Developed JavaScript functionality for website interactivity
- Uploaded and organized content on server
- Used ExpressionEngine CMS (PHP) to edit/update finished website
- Helped to prepare website for fall launch
- Tools used: xHTML, CSS, PHP, JavaScript, Dreamweaver, Photoshop

### **Convergys Canada – Technical Support Consultant**

- Troubleshoot wireless telecommunications devices
- Provided technical assistance to clients
- Trained new employees about wireless devices and web applications
- Attended meetings for new systems and products
- Provided resolutions for device functionality, configuration, application support, network connectivity and software downloads
- Analyze wireless network and cellular issues

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|-----------------------------|
| <b>EXPERIENCE</b> (summary) |
|-----------------------------|

- Experienced with CLF 2.0
- Experienced in Web 2.0 and ASP.NET
- Experienced with Web Standards
- Experienced with Adobe softwares (Master collection CS4)
- Experienced in XHTML, CSS, JavaScript (libraries included), AJAX
- Experienced with Microsoft Office suites
- Experienced with Microsoft Visual Studio.NET
- Experienced with CMS Systems: Joomla, Sitefinity, ExpressionEngine and Wordpress
- Experienced with Database development and Structured Query Language (SQL)
- Experienced with XML, XPath, XSLT and Altova software
- Experienced with Use case and Test Case for application stress testing
- Experienced with Application development lifecycle

## SKILLS

- Languages:** HTML, CSS, JavaScript (libraries included), AJAX, Visual C# .NET, SQL, PHP, Joomla, Drupal
- Operating systems:** Windows (95, 98, ME, XP, Vista, and 7), Mac, Linux (Fedora)
- Office suites:** MS Excel, Word, Access, PowerPoint, Visio, Publisher, Outlook, Project, and Open office
- IDEs:** Visual Studio.NET 2005 and 2008, Netbeans
- Softwares:** Adobe Dreamweaver, Photoshop, Flash, Fireworks, Acrobat; MS SQL Server 2005, Swishmax, VMware, Expression web, and NeoLoad
- Interpersonal Skills:** Team player, Initiative, Enthusiasm, Reliability, Tact, Creativity, Confidence
- Network Technology:** Internet Information Services (IIS), Windows 2000 and Fedora 11, Apache, Glassfish and FTP
- Other skills:** Technical writing, Search engine optimization (SEO), General programming, Application conception and development, Database development.
- Security Clearance:** Enhanced reliability clearance

## ABILITIES

- Able to orchestrate amazing user interfaces and customer experiences
- The ability to write xHTML/DHTML without the aid of an HTML editor
- Able to accurately review own work and the work of others
- Able to incorporate web accessibility (ATAG, UAAG, WCAG) into websites
- Analyze requirements and provide recommendations
- Analyze, troubleshoot and resolve problems
- Communicate effectively in writing
- Communicate effectively verbally
- Ability to work to deadline
- Organize and prioritize

## INTERESTS

- Music, Sports, Information Technology, Travelling, Electronics, Philosophy

## REFERENCE

- Available upon request