

# JASON LANDON BEAN

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## Profile

- Highly-motivated, responsible and hardworking, with a track record of leadership and dedication during 15 years of working in multiple industries.
  - Strong attention to detail with a proven ability to quickly learn and multi-task without supervision.
  - A self-starter and team player with excellent communication and interpersonal skills.
  - Extremely focused on dedication to every client's success and improving overall operational efficiency.
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## Education

### University of Texas at Arlington

#### *Bachelor of Science, Information Systems (Magna Cum Laude)*

- GPA for courses within major: 4.00 ~ Overall GPA: 3.76
  - University of Texas at Arlington Honor Roll – every semester attended
  - Beta Gamma Sigma (International Honor Society) – Member
  - Association of Information Technology Professionals – Member
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## IT Skills

- Advanced proficiency in Java, SQL, LotusScript, HTML, XML, CSS, PHP & JavaScript, in addition to applied knowledge in C, C++, Visual Basic, Python, Perl and Unix Bourne Shell scripting.
  - Extremely skilled in maintenance, troubleshooting and networking of Windows, Linux and Solaris operating system platforms.
  - Thoroughly mastered technical knowledge in planning, installation, configuration and administration of the following software offerings: Lotus Domino Server, Lotus Traveler, Lotus Quickr, Lotus Connections, Sametime Community Server, Sametime Meeting Server, Sametime Proxy Server, WebSphere Application Server, WebSphere Portal, Rational Performance Tester, Tivoli Directory Server, Tivoli Directory Integrator, Microsoft Active Directory, Microsoft IIS, and VMware ESX.
  - Specialized in the following technologies and protocols: LDAP, SMTP, POP3, IMAP, Web server security/authentication, Web Single Sign-on (IBM LTPA and SPNEGO), HTTP load balancing, Web server clustering, reverse proxies, CA Siteminder DSAPI, and CORBA over IIOP.
  - IBM Certified Advanced System Administrator – Lotus Notes/Domino & WebSphere Application Server
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## Employment History

### INTERNATIONAL BUSINESS MACHINES (IBM), Austin, TX

Jan 2007 –  
Present

#### Software Engineer (IBM Software Group – Lotus)

- Responsible for providing enterprise-level support and consulting services on the server-side features of IBM's workplace collaboration software: Lotus Notes & Domino. This included analyzing, researching, developing and testing solutions for reported software defects or outages which often involved substantial business impact for the customer.
- Demonstrated a proficiency in the Notes/Domino portfolio and became the key product area expert in several components/features which were prominent in our latest releases and rapidly increasing in customer adoption. This included developing or contributing to product documentation and multiple technical articles, many of which were highlighted in IBM materials delivered to customers.
- Developed productive relationships across multiple divisions within IBM and collaborated with these resources extensively to ensure that accurate and effective solutions were provided to our customers in a timely manner.
- Participated in numerous training opportunities across the Lotus, WebSphere, Rational and Tivoli brands to increase overall knowledge of the IBM portfolio, expanding my skill set and better assisting our customers with cross-product integration issues.
- Recognized by customers and IBM management for being able to manage mission-critical issues, coordinate with internal resources, and work tirelessly to deliver innovative techniques or creative solutions to solve a problem (including traveling to a customer site when needed).



**Managerial Supervisor of Ride Operations**

- Supervised the daily operations for one-third of park's attractions, ensuring each ride was continuously staffed and met safety standards.
- Responded to ride downtime and assisted maintenance personnel with the process of troubleshooting faults in each ride-specific Programmable Logic Controller.
- Recruited, trained, supervised and motivated a team of up to 150 employees.
- Managed a monthly budget of up to \$100,000 for staff salary expenses.
- Served on "Operations Safety", "Employee Relations" & "Training, Retention, and Testing Procedures" committees.
- Promoted to this position in 2001 from Ride Lead / Foreman (1998 – 2000) and Ride Attendant (1997-1998).

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**Other Skills & Achievements**

Initiative & Project Management

- Delivered several training modules to teams within my division at IBM to help build the skill set of other engineers, in areas where I had developed extensive knowledge and there was a perceived deficiency. This included covering high-level configuration, performance, networking and troubleshooting techniques for areas such as Domino LDAP, Domino Internet Inter-ORB Protocol (DIIOP), VMware and Cloud Computing/SAAS.
- Completely overhauled team lab environment. This included installing, upgrading or adding additional resources using Domino, WebSphere, Rational, Tivoli and open-source technologies running on Windows, Linux, Solaris and VMware platforms. These resources are now used significantly by the team, among other engineers within the organization, and have proven to facilitate more efficient testing of customer issues and reported defects.
- Designed a software module for Six Flags that allowed management peers to create schedules for over 350 employees, saving approximately 10 man hours a week in manual data entry (2002).
- Played key role on Construction/Special Projects team at Six Flags in Spring 2001, assisting with preparing contracts, maintaining a \$15 million budget and developing strong contractor relationships during the construction of a new roller coaster and renovation of the children's area.

Leadership

- Established a weekly technical meeting for my team at IBM, in which the group could collaborate on technical issues, leveraging the knowledge and past experiences of other engineers. I continue to organize an agenda and moderate this conference call each week and, as a result, the team has been able to quickly respond to their backlog and provide better support to our customers.
- Took ownership of organizing and moderating a complete knowledge transfer to over a dozen engineers at IBM during the transition of a specific product area, when coverage was moved to a separate team.
- Serve as a champion for the organization on multiple IBM technical teams, including "Lotus Domino Serviceability", "Training & Enablement", "Retain Support Systems" and "APAR Auditing".
- Led the Six Flags Employee Relations Committee, promoting staff cooperation in providing the best possible customer and employee experience, and served as the President of this committee for 3 years.

Overall Performance & Dedication

- Received the IBM Lotus "Bravo" award for exceptional contributions in 2010 (awarded to only 5 engineers within the division).
- Received the highest employee performance rating possible for every year in which I was a full-time employee at IBM.
- Received over a dozen "Customer Satisfaction" awards from IBM management for consistently exceeding goals in the area of client dedication.
- Received a Service Achievement Award in 2003, 2004, and 2005 for exceptional contributions at Six Flags in areas of leadership, safety and customer service. Was also honored with "Operations Supervisor of the Year" in 2003 and "Six Flags Service Superstar" in 1999 (awarded to only 25 out of 2000 candidates).