

JASON LANDON BEAN

4420 LEDGEVIEW RD • FORT WORTH, TX 76109 • (817) 368-5650 • JASON.BEAN@US.IBM.COM | JBEANTX@GMAIL.COM

Profile

- Highly-motivated, responsible, and hardworking University of Texas at Arlington graduate.
- A track record of leadership and dedication during 10 years of working in the software and entertainment industries.
- Strong attention to detail and an ability to learn & multi-task with minimal supervision.
- A self-starter and team player with excellent communication and interpersonal skills.
- Extremely focused on customer satisfaction and overall operational efficiency.

Education

University of Texas at Arlington – Arlington, TX

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

- GPA in University of Texas at Arlington I.S. courses: 4.0 ~ 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

IT Skills

- IBM Certified Advanced System Administrator – Lotus Notes and Domino 7
- Certified in Microsoft Office (Access, Excel, PowerPoint, and Word).
- Advanced proficiency in Java and SQL, in addition to familiarity with Visual Basic & HTML.
- Skilled in installation, maintenance, troubleshooting and networking of Windows and UNIX based computer systems.

Employment History

INTERNATIONAL BUSINESS MACHINES (IBM), Austin, TX

Jan 2007 – Present

Software Engineer (IBM Software Group - Lotus Brand)

- Responsible for providing advanced technical support to enterprise business clients for the server-side features of IBM's workplace collaboration software (Lotus Notes/Domino).
- Researched, analyzed and tested solutions for reported issues and outages which often had substantial business impact for the customer.
- Authored several "Software Problem Reports" which were submitted to a development team for consideration to be resolved in the next release.
- Interacted and collaborated with other software engineers and technical support teams to ensure that accurate and effective solutions were provided to the customer in a timely manner.
- Demonstrated a strong focus on customer service with a 97% Net Satisfaction Index rating (88% overall avg. for other software engineers within same division).

SIX FLAGS OVER TEXAS, Arlington, Texas

Jan 1997 – Jan 2007

Managerial Supervisor of Ride Operations (2001 – 2007)

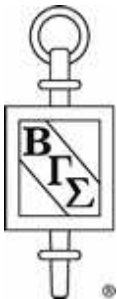
- Supervised the daily operations for up to one-third of park's rides, ensuring each ride was continuously staffed and met safety standards.
- Responded to ride downtime and assisted maintenance personnel with the process of troubleshooting faults in each ride specific Programmable Logic Controller.
- 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.

Operational Supervisor (2000 – 2001)

- Supervised approximately 10 rides and 50 employees.
- Worked with HR to recruit candidates at high schools, universities, and job fairs.

Ride Lead / Foreman (1998 – 2000) ~ promoted from Ride Attendant (1997-98)

- Responsible for daily operation of up to 3 rides, supervising 5-15 employees.



Other Skills & Achievements

Initiative & Project Management

- Designed a module for Six Flags using Visual Basic that saved approximately 10 man hours a week of data entry and allowed management to create schedules for over 350 employees. (2002)
- Played key role on Construction/Special Projects team in Spring 2001 at Six Flags to build a new roller coaster and renovate the Looney Tunes USA children's area; Assisted in preparing contracts, maintaining \$15 million budget and developing strong contractor relationships.

Leadership

- Led the Six Flags Employee Relations Committee as its President (2001 – 2002); promoted staff cooperation in providing the best possible customer and employee experience.

Overall Performance & Dedication

- Won "In The Zone" Service Achievement Award in 2003, 2004, and 2005 for exceptional contributions at Six Flags in areas of safety, customer service, and park cleanliness. Also won "Operations Supervisor of the Year" in 2003, "Six Flags Service Superstar" in 1999 (awarded to only 25 out of 2000 candidates), and "Operations Ride Lead of the Year" in 1998.
-