

# John David Ratliff

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## Education

- Bachelor of Science in Computer Science (*August 2004*)  
Indiana University, Bloomington, IN  
GPA 3.13

## Work Experience

- **Smithville Telephone**  
Technical Support Team Lead (*September 2011 – Current*)
  - Trained new team members.
  - Coordinated service repairs between departments.
  - Facilitated communication between supervisor and staff.
- **Smithville Telephone**  
Technical Support (*October 2010 – September 2011*)
  - Troubleshooted internet and network configurations.
  - Configured email client programs.
  - Routed network and IPTv issues to the appropriate repair departments.
- **Travelodge**  
Front Desk Clerk (*April 2007 – June 2011*)
  - Assigned guests rooms and checked them in.
  - Balanced cash drawer daily.
  - Answered phones and took reservations.
- **Self Employed** (*June 2004 – April 2007*)
  - Repaired computers.
  - Developed custom software.
  - Created and administered local networks.
- **CourseShare, L.L.C.**  
Programmer (*March 2004 – June 2004*)
  - Worked in a team to design and implement new features in software.
  - Completed server maintenance and automation tasks.
  - Assisted customers in using developed software.
- **Indiana University Computer Science Department**  
Undergraduate Instructor (*August 2002 – May 2003*)
  - Assisted professors with grading for sections of 70 – 200 students.
  - Led lab sections and held one-on-one meetings with students.
  - Worked to create and prepare examinations and assignments.
  - Prepared and delivered lectures to a class of 70 students.
- **Indiana University Student Technology Centers**  
Lab Consultant (*February 2001 – August 2002*)
  - Provided technical support to students in more than 30 campus labs.
  - Repaired computers and reported problems to logistical support.
  - Prepared labs for use by classes and professors.

**Skills**

- Linux, Solaris, FreeBSD, and Mac OS X server configuration.
- Apache, Tomcat, Bind, Postfix, MediaWiki, and MySQL setup and configuration.
- C, C++, Java, JavaScript, PHP, Perl, Bash, and assembly programming.
- Cross-platform programming experience with Java, Qt, and wxWidgets.
- Troubleshooting experience with hardware and software problems.
- Web site creation, development, and maintenance.
- Custom computer building and upgrading experience.
- Network configuration of firewalls, anti-virus, routers, and switches.
- Microsoft Windows Server setup, installation, and configuration.
- Teaching experience in C, C++, Java, and assembly.
- Cash handling and balancing.
- In Person and telephone customer service skills.