

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 (October 2010 – Current)
 - 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

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