

Jason T. Jacques

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Key Skills:

Constantly updated and developed skills allow the flexibility to move into a variety of technology-focused roles seamlessly. Active with both closed- and open-source technology communities ensuring knowledge is always on the 'bleeding edge' and backed by a firm historical perspective provided by practical and proven experience in the industry coupled with continued formal, accredited education.

- **Research**
Proven research experience, both in the academic setting with a number of peer-reviewed published papers and professional experience with web-analytics and user experience analysis.
- **Development & System Administration**
System administrator experience with Microsoft Windows, Mac OS X and Linux including system and network integration (including IPv6 technologies). Experience with Java, C#, C, and others. Excellent grasp of web technologies. Adaptable skill set transferring well to a variety of additional languages.
- **Communication**
Excellent communication skills both written and verbal, in teams and in client facing roles with a strong customer service centric persona. Experience writing technical documents for both academic and layperson audiences. Wide experience with interpreting and implementing various technical standards.

Education:

2014 – Present

PhD in Engineering at University of Cambridge

2012 – 2014

PhD in Computer Science at University of St Andrews

Supervised by Dr. Per Ola Kristensson. Interdisciplinary research focusing on understanding how developers perceive and understand source code. Investigation of micro-augmentations and secondary notation, maximising developer acceptance. Capitalising on low-cost, high-availability of developers through crowdsourcing platforms to rapidly evaluate and iterate on micro-augmentations to the code editor interface.

2008 – 2012

BSc (Hons) Information Systems (1st) at Brunel University
Included "Constructions of Programs", "Business Computing", "Professional Software Practice", "Database Systems", "e-Commerce" and others. Majority at A grade, all B or higher. Recipient of the Blackwell Publishing Prize for best written undergraduate dissertation.

Publications:

Jacques, J.T. and Kristensson, P.O. 2015. Understanding the effects of code presentation. In *Proceedings of the 6th Workshop on Evaluation and Usability of Programming Languages and Tools (PLATEAU 2015)*. ACM Press: forthcoming.

Jacques, J.T., Perry, M. and Kristensson, P.O. 2015. Differentiation of online text-based advertising and the effect on users' click behavior. *Computers in Human Behavior* 50: 535-543.

Jacques, J.T. and Kristensson, P.O. 2013. Crowdsourcing a HIT: measuring workers' pre-task interactions on microtask markets. In *Proceedings of the 1st AAAI Conference on Human Computation and Crowdsourcing (HCOMP 2013)*. AAAI Press: 86-93.

Employment:

Feb '11 – Sep '11

Google

Corporate Operations Engineer

Technical operations role including both developments and infrastructure support:

- Development of security fix for well known FireWire exploit on Mac OS X, deployed on all Google Macs.
- Printer driver standardisation for Mac OS X.
- Support for Mac OS X, Windows XP/7 and Ubuntu Linux including remote support.

June '10 – Nov '10

Apple

IS&T Desktop Services

Systems architecture, development and second-line and event support including:

- Server side system architect for corporate integration of wireless printing solution (AirPrint) for Europe.
- Development of internal tools for monitoring of servers, employee performance, backup and others.
- Support of both servers and clients in a near 100% Mac environment including remote and phone support.
- Event support for Apple TV launch.

Jan '08 – Jul '09

Jefferies Parsons Myers Harvey (JPMH)

Flexible technical consultation roll providing comprehensive services in an integrated advertising and marketing agency.

Systems Administration

Network improvements including roll out of corporate WiFi, internal development, DNS simplification, transparent network renumbering and VPN introduction.

Development

Work on websites for many high-profile brands including:

- BlackBerry – site maintenance & multi-media experience
- KFC – advertising system & CRM integration
- Slendertone – e-commerce build & logistics integration
- Cocopia (Tesco) – AJAX store locator
- Nestlé Purina (inc. Aero, Felix, Bakers) – site maintenance
- Young engineers – SQL injection-repair and -proofing

Technical Support

Support for a mix of Windows and Mac OS X systems, both client and server, on-site and remote, including telephone support. Client facing support for web services and media projects and onsite support for visitors.

Sep '07 – Jan '08

Freelance Development & Consultancy

Various freelance projects including network architecture, integration with AOL CMS and development of prototypes.

Oct '06 – Aug '07

Mirola & Rancon

Developer

Web development and communication network development and support (inc. telephone). Other experience included:

- Development and maintenance of SendandGive.org, an eCard, virtual gift and donation platform, for Cancer Research UK using the .NET platform. Applied extensive knowledge of email infrastructure to allow high throughput emails to be delivered with over 95% inbox delivery rate (in contrast with junk mail folder).
- Lead Developer for investment-demo of a bespoke audio manipulation system operated via telephone including a custom designed cross platform execution system.

Other Achievements:

Open source software contributions including *Email* (<http://poss.sf.net>) a cross-platform email engine for PHP functionally compatible with the built in mail() function with world-wide utilisation, and minor contribution to GNU and other open source projects. Code published on the MSDN blog for the CTP of Small Basic (<http://smallbasic.com>). Accepted candidate for the CERN Technical Student Programme.

References:

Available on request.