

Jonathan Kay

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Employment History

2008-2011

Diomed Storage

IT Director

- Co-architected Diomed Storage servers and network architecture involving three data centers (San Diego AIS, Phoenix AIS, Hurricane Electric Fremont).
- Deployment of code to production, staging and beta servers.
- Manual and automated testing.

Developer Support

- Answered third-party Diomed developer questions for Diomed SOAP and REST APIs.

Staff Support

- Primary technical support for all Diomed Storage employees.

2007-2008

MediaMax/The Linkup

IT

- Mitigated server split from former "Streamload" company from San Diego to Chicago data center.
- Responsible for debugging and maintaining old server architecture while new "The Linkup" software was being developed.

2003-2007

Streamload/MediaMax

Customer Service

- Daily support for Streamload customers regarding technical problems, billing inquiries, and sales.
- Developer support for Streamload SOAP developer API via e-mail and forum.

Staff Support

- Upper tier technical support for Streamload employees and internal tools.

Software Developer

- Developer of primary tool for Streamload customer service representatives.

Skills

Programming and scripting language experience

- C#, VB.NET, Powershell, JavaScript, VBScript, WSH, Batch, HTML/CSS

Platforms

- Windows, Windows Server, Linux
- .NET

Troubleshooting

- WinDbg, Process Monitor, Process Explorer, Wireshark

Miscellaneous

- Exchange, SQL Server, MySQL, Active Directory, Photoshop, Illustrator, Office

Awards

Microsoft Most Valuable Professional 2001-2011

- Windows Live Messenger/MSN Messenger/Windows Messenger focus, based on 50,000 posts on Microsoft public newsgroups

Microsoft Most Valuable Professional 1998-2000

- Internet Explorer focus

Patents

Systems and Methods For Power Aware Data Storage

Co-inventor, patent pending

USPTO Patent application number: 20100030791

<http://www.freshpatents.com/-dt20100204ptan20100030791.php>

Education

1996-2001

**Grand River Collegiate Institute High School
Kitchener, ON**

Interests

I enjoy figuring out how software works and the challenge of troubleshooting technical problems. To that end, I've found myself in public newsgroups, writing technical articles and administrating an IRC network devoted to troubleshooting. Additionally, I quite like building software tools and automating frequent tasks. Outside of computing, I've played the piano for the majority of my life, and am an avid Church Pianist.

Other Triumphs

1998

Royal Conservatory of Music

- Grade 8 Piano and Grade 2 Music Theory with Honours

1997-Present

Microsoft Beta Tester

- Windows 98 and above, Office 2003/2007, Xbox Live
- Microsoft Core Group

References

Available upon request