



Marshall Upshur

Objective

To continue advancement in the field of computer science, specializing in technologies dealing with media communication, rich web applications, and human-computer interaction.

Experience

Application Developer / Analyst, Lead

02/2008 - Now

Enterprise Applications, University Technology Services, Emory University

- Lead developer on Emory's ServiceNow ITSM implementation, utilizing JavaScript, Jelly, and proprietary system APIs to create custom modifications, applications and business logic.
- Developed several custom web applications on top of Emory's Resource25 space management system using Zend PHP Framework and Dojo Toolkit. These applications help users utilize the system outside of the vendor interface to enhance and deliver a more specialized user experience.
- Developed several C#, Java, and VB.NET utilities for automated document processing within Emory's Optix document imaging system, allowing users to upload files to shared folders that were then automatically ingested into the system.
- Integral in helping upgrade the Resource25 application environment. This included moving the application from physical hardware to virtual servers, helping plan out the new environment to include production, development, and staging areas, and creating several utilities for automated publishing of changes in between each area.

Systems Support Specialist II

06/2004 - 02/2008

Academic Research Technologies, Office of Information Technology, GA Tech

- Continued development of the Digital Classroom Recording System (DCRS), which employs technologies such as Real Networks Helix Server/Producer, Windows Media Server/Encoder, SOAP, PHP, Apache, and MySQL to create a semi-autonomous infrastructure to record events on demand or through a scheduling system.
- Securing and monitoring of all encoders under DCRS, which includes applying patches, updates, and employing firewalls.
- Assisted in the development of communication program using DVTS to send raw DV streams back and forth across a high-speed network
- Helped develop a H.323 gatekeeper system, utilizing network management software to track calls and overall health of video conferencing systems on campus.
- Evaluate and test solutions for desktop video conferencing and assist in the support of conferences in either of ART's video conferencing facilities.
- Other duties include system administration/hardware maintenance, server setup/installation/networking, and help with research and discovery of new media technologies.

Student Assistant

10/1999 - 06/2004

Academic Research Technologies, Office of Information Technology, GA Tech

- Developed several applications for parsing network firewall log data, using shell scripting, PERL, and PHP based interpreters, to be displayed on the web or ingested into a database.
- Assisted in the creation and development of new services, such as a streaming video service utilizing Real Networks software, with FTP and SCP upload capabilities provided to faculty and students.
- Specialized in system and server administration, along with installation, maintenance, and security of both Windows based and UNIX based systems. This included general administration such as user management, system updates, software installations, hardware installation/maintenance, etc.
- Provided general setup of networking for departmental systems.

Skills

Languages / Technologies: C, C++, C#, PHP, Perl, HTML, CSS, DHTML, XML, UML, Java, JavaScript, AJAX, ASP.NET, SOAP, TCP/IP, DNS, DHCP

Web: Drupal, Wordpress, Zend Framework, Dojo Toolkit, jQuery, Symfony

Software: MS Office, MS Visio, Visual Studio, Adobe Suite (Photoshop, Illustrator), Macromedia Suite (Dreamweaver MX, Fireworks, Flash), Apache (SSL), MySQL, Real Networks (Helix Universal Server, Helix Producer), QuickTime, Windows Media

Systems: Windows, OS X, and UNIX based platforms such as Linux and Solaris. Hardware installation, maintenance, and system administration.

Accomplishments

Certified Scrum Master (CSM)

05/2011

ITIL - Release, Control and Validation Certification

05/2010

ITIL - Foundation in IT Service Management v3 Certification

06/2009

Education

Bachelors Degree in Computer Science

Southern Polytechnic State University, Marietta, GA

05/2002 - 05/2004

Freshman – Junior years in Computer Science

Georgia Institute of Technology, Atlanta, GA

06/1997 - 12/2001

**Self-Initiated
Projects**

- Worked with Anystream on a web based UI for a project converting analog (baseband) video to a streamlined all digital workflow for TBS cable video on demand. The UI provides an intermediary level of interactivity with a background process, displaying detailed status results depending on where the media is in the workflow. The UI is built with ASP.NET(C#) and utilizes AJAX XML transactions to communicate with the background process. This is a cutting edge project with a high level of visibility in Turner's Organization.
- Design and develop websites for clients such as membership clubs and small businesses, as well as introducing new technology solutions that help further their business needs. These websites are built utilizing such systems as Wordpress or Drupal.
- Taking on various programming projects from various sources, to enhance experience as well as keep knowledge of various languages and technologies up to date.
- Experimenting with Flash driven applications. Created a picture upload/printing utility for a startup, which allows clients to upload patient images, view and print them with simple description information, and the ability to pick up to 4 images per page in either a landscape or portrait layout.
- Studying and researching new ways to innovate user interfaces, with hopes of moving the research to master's study.