

Joshua M. Glover <jmglov@wmalumni.com>

Objective

To continue my career as a Software Engineer; to work on systems and problems that will challenge me technically and intellectually.

Employment

Senior Search Operations Engineer *July 2008 - present*

A9.com (subsidiary of Amazon.com, responsible for product search) (<http://amazon.com>), Dublin, Ireland

- Lead engineer on project to migrate from custom monitoring solution to Amazon standard platform, for entire search engine and related services.
- Proactively developing tools to increase automation of tedious, error-prone tasks.
- Mentoring junior engineers.

Software Development Engineer *October 2006 - July 2008*

Amazon Japan, K.K. (<http://amazon.jp/>), Shibuya, Tokyo, Japan

- Developed and maintained mobile version of Amazon retail website in six locales (US, Japan, UK, Germany, France, and Canada).
- Helped architect system for displaying richer site to certain mobile handsets based on their capabilities, and implemented this system for the item detail page application.
- Migrated item detail page from custom XSLT code to Amazon-standard Page Framework Mason application.
- Introduced numerous process improvements, including coding conventions and Test Driven Development.

UNIX Systems Administrator *December 2005 - October 2006*

Amazon Japan, K.K. (<http://amazon.jp/>), Ichikawa, Chiba Prefecture, Japan

- Responsible for monitoring worldwide fulfillment center (FC) network, hardware, and software, and ensuring that problems were averted or fixed quickly after they arose.
- Planned and carried out migration of FC and international

headquarters (HQ) hosts from global Amazon domains to FC- and HQ-specific sub-domains.

Senior Software Engineer *April 2005 - August 2005*

Twenty First Century Communications, Inc. (<http://www.tfcci.com/>), Columbus, Ohio, USA

- Responsible for taking a lead role in architectural / systems design and implementation of projects.

Software Engineer *July 2003 - April 2005*

Twenty First Century Communications, Inc. (<http://www.tfcci.com/>), Columbus, Ohio, USA

- Lead developer in ground-up re-design and re-write of Universal Communications System (UCS), our flagship product.
 - Designed three-tier architecture: webservers communicating via SOAP to application servers, which in turn communicate with database servers.
 - Designed and implemented Perl application framework spanning web and application server tiers.
- Implemented an Interactive Voice Response (IVR) application framework using NMS Communications' Natural Call Control software to drive NMS AG4000TN quad-T1 ISDN boards. Written in C, using POSIX threads and libsqlora8 for Oracle database connectivity.
- Implemented CGI / mod_perl web application framework in Perl (based on the CGI::Application CPAN module) that served as the basis for web applications for UCS.
- Introduced many infrastructure improvements, including a revision control system (first CVS, then Subversion) and a bug tracking system (BugPort).

Assistant Systems Administrator *February 2002 - July 2003*

INCOGEN, Inc. (<http://www.incogen.com/>), Williamsburg, Virginia, USA

- Responsible for day-to-day maintenance, network security and planning for future expansion of hybrid Windows / Unix (Solaris, Linux) network.

Software Engineer *May 2000 - October 2000*

GlobalCerts (<http://www.globalcerts.net/>), Charlottesville, Virginia,

USA

- Designed, implemented and maintained internal QA lab and software tools using Red Hat Linux and FreeBSD and Open Source tools such as Perl, PHP, ISC BIND, ISC DHCPd, OpenSSH, Cyrus IMAPd and qmail SMTPd.

Education

Bachelor of Science, Computer Science *August 1998 - May 2003*

The College of William and Mary in Virginia (<http://www.wm.edu/>), Williamsburg, Virginia, USA

Graduated: May 2003 with a GPA of 3.2

- Courses (most recent first): Unix Kernel Internals, Operating Systems, Networks, Systems Programming, Compiler Construction, Finite Automata and Theory of Computation, Computer Graphics, Software Engineering, Computer Organisation, Programming Languages, Calculus, and Linear Algebra, et al.
- Awarded Computer Science and Math scholarship for 2002-2003 school year.
- Awarded Japanese Ministry of Education (Monbusho) Scholarship for 2000-2001 school year to study at Kanazawa University in Ishikawa Prefecture, Japan.
- Dean's List for Fall 1998 Semester.

Skills

- Highly proficient with C and Perl programming languages, SQL, XML, Object Oriented design, and Unix (Bourne) shell scripting.
- Proficient with C++, Java, and PHP programming languages.
- Experienced in network and system administration in Linux, BSD, and Solaris environments.
- Experienced in web application design and implementation using HTML, XML, PHP, Perl, Oracle, MySQL, and Apache web server.
- Experienced in data network design, implementation and support with ethernet / switching hardware and Unix and Windows servers and clients.
- Strong interpersonal skills, both in dealing with clients and dealing with co-workers, management, and business stakeholders.

- Can speak, read, and write Japanese.

Other Interests

- Member of the IEEE and IEEE Computer Society (<http://www.ieee.org/>).
- Listmaster for the Tokyo Linux Users Group (<http://tlug.jp/>).
- Gentoo Linux developer (<http://www.gentoo.org/>).
- Contributing author to Retro Gaming Hacks (O'Reilly, <http://oreilly.com/catalog/retrogaminghks/>).
- Contributed to and authored several Open Source projects (<http://www.jmglov.net/opensource/>).

References are available upon request.