

Resume: Jonathan (Jon) Harper

Qualifications

- Skilled writer who strives for precision & brevity.
- Excels at explaining concepts, translating technical language, and writing to the audience.
- Broad technical background knowledge:
 - Page layout & desktop publishing (Microsoft Word & PowerPoint, Adobe Acrobat, Markdown, CSS),
 - Graphic design (Adobe Photoshop & Illustrator, GIMP),
 - Content versioning (git, SharePoint),
 - Software development (C++, Python),
 - Documentation generation (Doxygen, mkdocs),
 - Rapid prototyping & CAD (FDM 3D printing, Fusion 360),
 - Point-of-sale technical support,
 - Sales & inventory management, and
 - Networking & desktop system administration.
- Actively learns and seeks new solutions, ideas, and techniques.

Portfolio of Work

GitHub

Profile: <https://github.com/jon-harper/>

Projects:

- [OmniBox](#) 3D printer electronics case; documentation includes illustrations & assembly instructions.
- [E34M1](#) A small 3D printer toolhead project with lightweight documentation.
- [QExt](#) C++/Qt library documented with Doxygen.

Stack Overflow

Profile: <https://stackoverflow.com/users/4732082/jonspaceharper>

Examples:

- Question: "[Replacing constants: when to use static constexpr and inline constexpr?](#)"
- Question/Answer: "[What is the purpose of operator RestrictedBool in QScopedPointer?](#)"
- Answer: "[Difference between QPushButton and QToolButton](#)"

Career History

Career Sabbatical (December 2021 - December 2022)

- Prepared a cross-discipline portfolio of work.
- Resulting projects praised by users for its documentation.
- Produced several smaller works and documented a sample C++/Qt library.

Top Shelf Solutions (2003 – December 2021)

Assistant Operations Manager (2012-2016)

- Designed printed & digital meeting materials to satisfy client branding guidelines.
- Developed document templates for new clients.
- Edited & proofread internal & external materials for style, content, and branding conformity.
- Followed client technologies and current IT trends.
- Composed and edited SVP & C-level executive biographies.
- Provided quality control for printed matter and assisted in preparation and shipping.

IT Manager (2003 - 2021)

- Oversaw the lifecycle of a small business (5-8 seat) network for nearly 20 years.
- Assisted with client IT needs:
 - Migrated client (The Harvard Group) to Office 365 and SharePoint in 2011-2012.
 - Transitioned phone & web conferencing services to lower overhead and add new capabilities.
 - Documented each transition process, including installation & how-to guides.
 - Provided phone and email support to remote users and investigated issues.

Starbucks Coffee (2005 - 2012, 2016 - 2021)

Barista (2016-2021) & Shift Supervisor (2006-2009)

In addition to the duties of a Barista or Shift Supervisor:

- From 2005-2010, managed weekly store bulk order and overall inventory under two (2) store managers:
 - Used spreadsheets to track 3- and 6-week usage rolling averages.
 - Lowered controllable costs and excess inventory; cut order placement time by half.
 - Nearly eliminated controllable product shortages.
- In 2007-2008, assisted Watters & 121 store opening:
 - Trained new staff in mid-to-late 2017.
 - Ordered and ensured arrival of base supplies and inventory for store opening.
 - Planned and implemented both front- and back-of-house storage layout.
- Served as a trainer from 2006 on, training over two dozen new hires.

Education

The University of Texas at Dallas (2000 - 2002)

- Major: Computer Science/English

For a more extensive career history and additional detail, see my [full resume online](#).