

## JENNIFER L. ZELAZNY

[jenz@mac.com](mailto:jenz@mac.com) • <http://www.jappler.com/> • 847.991.2835

### OBJECTIVE:

To obtain a challenging and dynamic position working where my leadership skills and ability to interact with users of all levels of technological expertise is exercised.

### PORTFOLIO:

[http://www.jappler.com/online\\_portfolio/](http://www.jappler.com/online_portfolio/)

### EXPERIENCE:

#### **Sandbox Development and Consulting**

[Sandbox Development and Consulting Inc](#) - Palatine, IL

**May 2003 - Present**

*CEO and Lead Developer*

- Work with a broad range of clients to create technology solutions including: database driven web sites, web applications, web site templates, Mac/UNIX tech support, and user interface designs with an emphasis on web standards and usability
- Coordinate projects from the requirements gathering stage to web site/web application implementation
- Responsible for managing and monitoring CentOS server used to host client web sites
- Manage day to day business operations (marketing, accounting, creating legal contracts)

#### **University of Chicago**

[Cancer and Leukemia Group B](#) - Chicago, IL

**November 1999 - Present**

*Web Operations Manager*

- Oversee operational activities of CALGB web sites with specific attention aimed at site development, user interface, content management, user training, search engine optimization, security, and ongoing maintenance
- Develop design proposals, style concepts, flow diagrams, and site maps for all CALGB user interfaces
- Design, develop, troubleshoot, debug, and implement software code (HTML, CSS, CGI, PHP, and Javascript) for maximum cross platform compatibility using web standards
- Responsible for developing the site concept and interface design for CALGB web sites and web applications
- Meet with users of all levels (CALGB Web Operations Working Group) to discuss CALGB user interface best practices and usability on a regular basis
- Research latest user interface trends, analyze log files and user feedback to improve usability
- Coordinate the work of design and development teams to implement online materials
- Design, and deliver web site training to CALGB members and staff on a quarterly basis
- Ensure overall technical integrity of the hardware and software components of the CALGB web servers/sites
- Accountable for budget, planning, management, and product/service delivery
- Monitor web databases (MySQL) and web servers (Apache) for integrity, acceptable performance, and accessibility
- Provide second level support to the Network Administrator

#### **University of Chicago**

[Cancer and Leukemia Group B](#) - Chicago, IL

**June 1999 - October 1999**

*Technical Support Specialist*

- Supported and maintained all CALGB Central Office systems including desktop and workgroup server systems, printers, scanners, networking, and software packages
- Researched, evaluated, and recommended hardware and software solutions
- Coordinated and installed all new hardware and software onto servers and desktop computers (including planning the Mac OS X/ Mac OS X Server migration)
- Provided training and documentation for office staff before and after major changes and upgrades

### EDUCATION:

The Pennsylvania State University: American Studies, BA 1998; History, BA 1998

**Certifications/Memberships:** UNIX/Linux Systems Administrator (University of Illinois) (03/2005);

Apple Certified Help Desk Specialist (ACHDS) (04/2005); Member of the [Apple Consultants Network](#)