Jack Allan Bowden

of Virginia, U.S.A.

Phone: +1 (910) 658-8066
Email: contact@jackbowden.me
LinkedIn.com/in/jackabowden
GitHub.com/jackbowden

Civil Service Resume

EDUCATION

University of Virginia   Charlottesville, VA
Master of Science: Management of Information Technology   August 2024

> Relevant courses:
> Advanced Enterprise Architecture, Strategic IT Management, IT Product
> Management, IT Project Management, IT International Project Management,
> Innovation and Technology Management, IT-Driven Organizational
> Transformation, Digital Innovation.

William & Mary   Williamsburg, VA
Bachelor of Science: Computer Science   May 2019

> Relevant courses:
> Data Structures, Discrete Structures, Software Development, Competitive
> Programming, Algorithms, Computer Organization, Programming Languages,
> Entrepreneurship, Finite Automata, Game Design, Computer Animation,
> Systems Security.

Virginia Peninsula Community College   Hampton, VA
Associate of Science: Social Science   August 2016

NOTABLE CERTIFICATIONS

- Army Learning Management System:
    - Supervisor Development Course.   February 2023
    - Civilian Education System (CES) Supervisor 101.   February 2023
    - Action Officer Development Course.   October 2021
- Army Management Staff College:
    - Senior Training and Education Managers Course.   October 2022
    - CES Advanced Course   May 2023
- Defense Acquisition University (DAU):
    - Fundamentals of Systems Acquisition Management.   February 2022
    - Intellectual Property and Data Rights.   March 2022
    - Fundamentals of Systems Engineering.   March 2022
    - Introduction to Science and Technology Management.   March 2022

SKILLS

- In-depth knowledge of new courseware and learning technology architectures, WebGL, 3D models, cmi5, Machine Learning (ML), E-Pub, Augmented Reality, Virtual Reality, Artificial Intelligence, and the Department of Defense (DoD) Advanced Distributed Learning (ADL) Initiative's SCORM 2004 3rd Edition and Experience API (xAPI) specifications, including cmi5 profile.

- Accomplished contracting requirements with a background in planning and management. Success in optimizing procurement processes and capitalizing on generation opportunities.

- Skilled in performing some contracting analysis to influence procurement decisions and managing multimillion-dollar contracts. Proven leadership abilities that enable teams to achieve targets and quality benchmarks while knowing procurements and vendor relationships.

- In-depth knowledge of various web-programming languages including JavaScript (JS), Cascading Style Sheets (CSS), Hypertext Markup Language (HTML), Extensible Markup Language (XML), JavaScript Object Notation (JSON), and ActionScript (AS).

- In-depth knowledge of graphical user interfaces (GUIs), wireframes, instructional design specifications, and screen flows.

- Proficient in the analysis, design, development, implementation, and/or evaluation of education and training development processes.

- A strong foundation in learning technologies, products, and infrastructure through direct and indirect classroom exposure via prior employment and volunteer work.

- Experience working with the following programming languages and frameworks: Java, Python, Swift, Kotlin, Ansible, C++, Angular, Quasar, Express, Flask, Laravel, and Spring.

- Experience designing with the following relational and non-relational databases: SQL, including MySQL and Postgres, and MongoDB.

- Experience with the following developer technologies and cloud environments: Git, Amazon Web Services, Microsoft Azure, Docker, Kubernetes, Visual Studio Code, DOS and Unix command line, and other integrated development editors.

- Experience using Microsoft Office products including Word, Excel, Access, Outlook, and SharePoint.

EXPERIENCE

GOVERNMENT OF THE UNITED STATES:

Federal Maritime Commission   Washington, DC
Bureau of Trade Analysis   Jan 2024 - present
Computer Scientist, Grade 14, Series 1550 (GS-1550-14), 40 hours per week.

Department of the Army   Fort Eustis, VA
U.S. Army Training and Doctrine Command   Jan 2021 – Jan 2024
Combined Arms Center, Army University
Office of the Vice Provost for Digital Education
The Army Distributed Learning Program
Computer Scientist, Grade 13, Series 1550 (GS-1550-13), 40 hours per week.

- Assigned as the Computer Scientist, served as an authoritative technical consultant for the Army Distributed Learning (DL) Interactive Multimedia Instruction (IMI) courseware (CW) process. Researched, analyzed, interpreted, and developed major scientific, administrative, regulatory, and policy development and processes that supported the Army Virtual Learning for the ADDIE Implementation stage of all Army DL IMI CW.

- Provided technical support and guidance to the Army Distributed Learning (DL) community with respect to developing strategies for institutional training products by publishing and maintaining the Army Business Rules and Best Practices for Distributed Learning (BRBP), an Army courseware requirements document that resulted in the reduction of courseware anomalies found during validation trials. Utilized a team approach comprised of multiple stakeholders in the discovery, resolution, and documentation of courseware problems.

- Represented the command at meeting/briefings to discuss the potential application of current and future relationship with activities to effect interchange of information and to make decisions on all actions associated testing of web-based training by reviewing and editing draft editions DoDi 1322.26 Distributed Learning and recommending actions in support of command to DoD at-large.

- Established automated courseware testing criteria to support a spiral software/courseware development and acceptance testing cycle to meet operational mission objectives, needs, and allowed configurations of various computer-controlled systems and subsystems using DISA Standards Technical Implementation Guide to meet user computing requirements.

- Identified requirements for new or modified job procedures, software tools, and hardware requirements by observing and analyzing difficulties encountered during informal/formal testing of training related software by colleagues and student courseware users through oversight of a contract team and management of a courseware ticketing and reporting system. Additionally, through maintenance of several Microsoft Access and SharePoint-based databases used by colleagues to record courseware anomalies found during testing process.

- Established automation criteria to support spiral software development and acceptance testing cycle to meet operational mission objectives, needs, and allow configuration of various computer-controlled systems and subsystems to meet user requirements in part by establishing baseline computing requirements within BRBP courseware requirements document.

- Provided training on DL courseware technical standards, design, and development of processes for DL interactive multimedia instruction courseware and other DL products across the Army to contract officer representatives, instructional technology analysts, and other persons and entities within and adjacent to DoD by way of in-person and technical demonstrations at conferences, Army schoolhouses, and elsewhere.

- Oversaw an 8-person contract support engineering team. Team was designated to diagnose, analyze, research technical standards, specifications, and proper operation of courseware technologies and products for the Army that both defended the Government's existing investments from dependent, deprecating technologies such as Internet Explorer and Adobe Flash, and researching and forging the Government's path forward in newer learning technologies and products such as artificial intelligence and 3D modeling. As the Government sponsor, approved all travel requests and submitted signed reports of contract team progress to the contract officer representative.

- Drafted and delivered performance work statements (PWS) and deliverables conformant to business expectations and best practices of the Army learning environment for contracting personnel within VPDE and at Mission Installation and Contracting Command – Fort Eustis in support of learning technology product and support procurements, task orders for multimillion-dollar contracts.

- Completed technical evaluation boards on contractor technical proposals submitted during the procurement process for learning technologies and services.

- Created and presented briefings on division processes and activities with a focus on software/courseware acceptance testing, work progress, technical issues, and new software/courseware development approaches that directly resulted in the development of new 3D models, Augmented (AR)/Virtual (VR) reality CW, and new testing processes.

- Identified, designed, and developed requirements, processes, and approaches for new or modified job procedures, software tools and utilities, and hardware requirements by observing and analyzing difficulties encountered during informal and formal testing of courseware used by colleagues and users.

- Managed, coordinated, and provided technical software/courseware development guidance and support standards, specifications, and requirements to government employees and contractors that execute the development and authoring of TADLP standards and specifications and acceptance testing software tools.

- Oversaw and mitigated discrepancies, delivered recommendations and remedial actions to assure coordination of best optimized technical objectives and approaches that are consistent in attainment of new optimal objectives and procedures that support CW development for TRADOC centers and schools.

- Forged strong partnerships at DoD, Joint, TRADOC, and other services that cultivated and integrated the mastery of courseware instructional technology architectures, standards, contracting and specification for courseware that resulted in new courseware architectures, WebGL, 3D models, cmi5, Machine Learning (ML), E-Pub, AR, VR, and the DoD ADL SCORM 2004 3rd Edition and xAPI specifications to develop Army wide administrative and regulatory policy on and process for all Army DL courseware products.

- Participated in the DoD Advanced Distributed Learning Committee (DADLC) and identified the necessity for the Army adoption of cmi5 and xAPI standards for modernized operation of courseware.

- Supported VPDE and Army University in an artificial intelligence in education initiative alongside Army Futures' DEVCOM Soldier Center and the University of Southern California to identify and propose educational technology products to be developed as applications of artificial intelligence for release to the public.

- Supported multiple multi-national training exercises including VIKING 22, a distributed computer-aided exercise and simulation powered partly by learning technologies.

NON-FEDERAL EMPLOYMENT:

Automatic Data Processing, LLC (ADP)   Norfolk, VA
Associate Application Developer. $71,500/yr. 40 hours per week.   Jul 2019 – Jan 2021

- Served as a Site Reliability Engineer alongside an agile scrum team with full-stack computer application development skill set to monitor and maintain over 3,000 production-level, time-keeping computing infrastructure systems in support of company payroll and web-based technologies. Carried out assignments to completion with little technical review.

- Identified and implemented event-driven, automated programming solutions in Ansible, an open-source integrated development environment and systems programming language, eliminating 50% of systems operation toil across company products and freeing up company resources and availability for other needs.

- Created web-based applications that defined best practices, potential pitfalls, and other matters related to company work, seeking team excellence in software development and solutions engineering. Assumed subject matter expert responsibility for several key team offerings to bolster overall team readiness for business and client needs.

- Developed a system upgrade scheduling system to automate an otherwise manual and labor-intensive process, reducing a process of approximately seven hours to 30 minutes.

- Audited and evaluated the development and infrastructure work of colleagues for functionality, anomalies, debugging, and troubleshooting to ensure quality and consistency within the business rules and best practices.

County School Board of York County, Virginia   Yorktown, VA
Information Technology Intern. $7.25/hr. 40 hours per week.   Jul 2013 – Aug 2016

- Designed, developed, and deployed a learning product under the guidance of the Supervisor of Computer Maintenance that allowed students and other stakeholders to wirelessly broadcast the audios and visuals of their phones, tablets, and other mobile devices onto their classroom projector screens, increasing classroom engagement and productivity.

- Planned and executed the installation and maintenance of over 4,000 computing systems across 19 public schools in support of classroom learning technologies for over 13,000 domain end-users, establishing an understanding of the computing infrastructure environment in support of learning technologies.

- Prepared and delivered presentations and briefings on division computing infrastructure and classroom learning technologies with a focus on end-user functionality, anomalies, debugging, troubleshooting, and researching.

- Provided direct support to school faculty and staff on technical problems encountered in classrooms by analyzing and understanding the instructional strategies, course objectives, training environment, computing infrastructure, critical success factors, budget constraints, critical challenges, computing needs/limitations and provided step-by-step solutions and resolutions.

- Unpacked computers and placed computers on desks, tables, carts, cabinets, or other provided furnishings, connected all computer cables, including power cords, VGA cable, network patch cord, parallel cable, mouse, etc., and removed boxes and packing materials to designated locations. Performed basic computer set-up to include installing Windows and various application software.

- Assisted in the administration and technical support of the Virginia Standards of Learning courseware testing system.