

Jonathan Reed

218 Summer Street, #1
Somerville, Massachusetts 02143

617.462.4202
jdreed@alum.mit.edu

EDUCATION

Lesley University, Cambridge, Massachusetts 2008-2012
Division of Counseling & Psychology
Master of Arts, Human Relations

Massachusetts Institute of Technology, Cambridge, Massachusetts 1997-2002
Bachelor of Science, Urban Studies & Planning
2002 Winner, Best Undergraduate Thesis or Project

EXPERIENCE

Samaritans, Boston, Massachusetts 2005-2010
Suicide hotline volunteer, mentor, and trainer of new volunteers. Member of Grief Support Team; facilitated bi-weekly meetings for families grieving a suicide.

Massachusetts Institute of Technology, Cambridge, Massachusetts 2006-present
Freshman Advisor. Mentor and guide students through freshman year, counsel students on academic and personal issues.

EMPLOYMENT

Senior Liaison to the Students 2010-present
MIT Information Services & Technology, Cambridge, Massachusetts
Work closely with student community to meet their academic computing needs. Partner with individual students or student groups to provide new services to the MIT community.

Faculty & Student Computing Analyst 2009-2010
MIT Information Services & Technology, Cambridge, Massachusetts
Coordinated development and release process of campus-wide academic computing environment. Implemented new partnership with talented student developers. Coordinate new introductory computing sessions for incoming undergraduate and graduate students.

Athena Consulting Supervisor & Special Projects 2002-2009
MIT Information Services & Technology, Cambridge, Massachusetts
Supervised student computing support group. Implemented new training procedures and mentor program for new student employees. Developed and introduced formal support for Linux operating system. Researched several new technologies for campus-wide knowledge base, and implemented agreed-upon design.

SKILLS

Extensive experience working with and mentoring students.
Facilitation and leadership of peer group counseling sessions.
Extensive training experience, in both individual and group settings.

REFERENCES

Available on request.

Jonathan Reed

218 Summer Street, #1
Somerville, Massachusetts 02143

+1 617 383 9566
jdreed@alum.mit.edu

EDUCATION

Lesley University, Cambridge, Massachusetts **2008-2012**
Division of Counseling & Psychology
Master of Arts, Human Relations

Massachusetts Institute of Technology, Cambridge, Massachusetts **1997-2002**
Bachelor of Science, Urban Studies & Planning
2002 Winner, Best Undergraduate Thesis or Project

EMPLOYMENT

Senior Liaison to the Students **2002-present**
MIT Information Services & Technology, Cambridge, Massachusetts

Began as the Athena Consulting Supervisor in 2002, supervising end-user support for MIT's campus-wide UNIX computing environment. Position evolved throughout the years, culminating in June 2010 promotion to current role. Primary responsibilities include working closely with student community to meet their academic computing needs and partnering with individual students or student groups to provide new services to the MIT community. Other responsibilities include:

- Release engineer for the current version of the Athena environment, based on Ubuntu Linux; deployment to 300+ public workstations and hundreds more private ones
- Training and mentoring new student employees in development and support roles
- Organizing and presenting introductory computing sessions for incoming students
- Organizing and convening student technology advisory board
- Technical lead for Knowledge Management team
- Software release engineer for Linux Desktop team
- Researched several new technologies for campus-wide knowledge base, and implemented agreed-upon design.
- Technical lead for Student Printing team
- Countless one-time projects, including updating internal tools from JDK 1.1 to J2SE 1.4, web-based work shift scheduling tool, and a ticket tracking system.

ADDITIONAL EXPERIENCE

Samaritans, Boston, Massachusetts **2005-2010**
Suicide hotline volunteer, mentor, and trainer of new volunteers. Member of Grief Support Team; facilitated bi-weekly meetings for families grieving a suicide.

Rhode Island Academic Decathlon **2006-present**
Member of board of directors; primary technical consultant for annual academic competition and website; designed and implemented online registration system to replace paper-based one; designed custom scoring software and scripts.

Massachusetts Institute of Technology, Cambridge, Massachusetts **2006-present**
Freshman Advisor. Mentor and guide students through freshman year, counsel students on academic and personal issues.

SKILLS (SOCIAL)

Extensive experience working with and mentoring students.
Facilitation and leadership of peer group counseling sessions.
Extensive training experience, in both individual and group settings.
Coursework and field experience in crisis management.

SKILLS (TECHNICAL)

Languages: Fluent in Perl, Python, shell scripting (Bourne and C). Proficient in JavaScript, HTML/XHTML, CSS. Familiar with C, Java, Visual Basic, AppleScript, and PHP.

Tools: Emacs, Subversion, Git, Eclipse, Xcode, and the process of building Mac OS X, RPM and Debian packages

Linux/UNIX Administration: Kerberos, Hesiod, OpenSSH, Apache httpd, MySQL, PostgreSQL, sendmail, and an thorough understanding of TCP/IP networking

Operating Systems: Linux (Ubuntu, Debian, Red Hat Enterprise, and Fedora), Sun Solaris, Microsoft Windows 2000 through 7, Mac OS X 10.6-10.8

Proficient in Microsoft Office and LaTeX.

CONFERENCE PRESENTATIONS

LinuxWorld San Francisco

"Thousands of Users on Multiple Platforms: A Case Study on Controlled Chaos"

August 2006

NERCOMP

(EDUCAUSE NorthEast Regional Computing Program)

"If You Build It, Will They Come? A Collaborative Framework To Share IT Knowledge"

March 2010

NERCOMP

"Berkeley LPR on 1000 Printers: Transitioning MIT Students to Pharos Printing"

March 2012

REFERENCES

Available on request.