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John Mertz Software and Sales Engineer

About Me: I am engaged in all areas of the technology sector with a particular interest in Open Source and collaborative technologies. My strength is in dilligence, clear communication, critical thinking and ability to pick up new skills quickly. This has helped me to become successful in many roles in my career and to pursue interesting and challenging projects in my personal time. My contributions have improved the usability and functionality of software products, increased sales, developed new partnerships and solved many technical challenges. I want to continue learning and solving problems.

Education

Sep 11' - Dec 13', University of Windsor
Honours BA in Psychology, Minor in Applied Information Technology

Employment Experience

Mar 18' - Present, *Sales Engineer*, AppRiver
I am part of the team that will be both providing ongoing support to Roaring Penguin customers and transitioning to our wider role as AppRiver's presence in the Canadian market. This involves some work reconciling the changes necessary to allow users to transition seemlessly to the SecureTide mail filtering product as well as quickly coming to an understanding of the other offerings provided including Office 365, Hosted Exchange and other products targetting the needs of small and medium-sized businesses both directly and through a global base of partners.

Jun 15' - Mar 18', *Software and Sales Engineer*, Roaring Penguin Software
I wore many hats within this small software company. These efforts ultimately helped lead to it being sold at an all-time high valuation.
- Hired for Technical Support and System Administration.
- Helped contribute to a reputation for unparalleled support.
- Advanced my roles to include database, development and sales duties.
- Primarily worked with PHP, Perl, PostgreSQL, Sendmail and Shell.
- Presented hundreds of one-on-one meetings and at several conferences.
- Had a leading role in the onboarding of at least 30 new clients in 18 months.

May 05' - Oct 14', *Assistant Chef*, Mad Michael's Restaurant
Demonstrated reliability working for ten seasons while attending school.

Mar 14' - Sep 14', *Head Technician and Sales Associate*, Staples Canada
Used intuition, ingenuity, and communication to address customer needs.

Sep 12' - Dec 13', *Teacher's Assistant*, Department of Computer Science
Taught and answered questions using fluency in Computer Science topics.

Certifications

- LPIC 1&2
- WHMIS
- First Aid
- CPR C+AED

Technical Qualifications

- 5 years of programming experience. Primarily in Perl, HTML/JS and C.
- 10 years of Linux experience; 5 years experience running servers.
- Currently serving Postfix, Apache, Nginx, FTP, Bind9, and more.
- Broad experience with virtualization, networking and monitoring.
- Experience with Git for revision control and LaTex for documentation.
- Conscious of digital security concerns and data loss protections.

Websites
https://john.me.tz
https://code.shb.ng

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Non-Technical Qualifications

- Excellent interpersonal skill by phone, e-mail and in-person.
- Comfortable in front of a crowd and with handling difficult questions.
- Capable of thinking critically and identifying possible ways to improve.
- Extremely reliable, punctual and self-motivated.

Interests

Open source, maker culture, electronics, automation, Canadian Politics, data protection, cooking, non-fiction, bicycles, ecology.

Personal Portfolio

Availabel Upon Request

References

Available Upon Request