Jon Hickam

(he/him/his)

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Experienced and adaptive IT professional with exceptional communication skills and an affinity for complex data. A successful history of various technical, analytical and leadership roles in diverse projects with special expertise in education technology.

Management skills:

Team leadership, project management, product development, program management, strategic and tactical planning, personnel management, consultant management, budgeting, agile development methodology (SCRUM, XP, waterfall), mentoring, training, remote collaboration, excellent oral and written communication skills

Expert level technical skills:

SQL (MySQL/MariaDB, Oracle, MS SQL Server), tSQL, data architecture, data modeling, data normalization, entity relationship diagrams (ERD), business analysis, database analysis, data mapping, large database tuning and performance monitoring, application tuning, software requirements definition, Extract Transform Load (ETL) applications, business intelligence (BI), data warehouse applications (DW), Excel, MS Access, system integration, business analytics, stored procedures, functions, views, SQL query optimization, database administration

Other technical skills:

LINUX, PostgreSQL, Windows server administration and desktop support, BASH Shell scripting, DOS scripting, web services (JSON, Restful API, SOAP API) source code control/version control systems (GIT, PVCS, Subversion, Perforce, Microsoft Team Foundation Server TFS), Python, XML, Microsoft family reporting services (SSAS, SSRS, SSIS, SSMA), most reporting and business intelligence systems/decision support systems/data visualization (Tableau, Qlikview, crystal reports, cognos, etc), team city, Octopus, cloud computing (Microsoft Azure and AWS)

Professional Experience

Red Globe Inc, Hotchkiss, CO, 2005 – Present

Founder and Principal Consultant

Responsibilities include: all stages of software development and business analysis, building technical competence in client organizations, designing and building reporting and data warehouse applications, optimizing large database performance, hiring and managing subcontractors, managing large projects, advanced data analysis, vendor analysis, general IT strategy consulting and staff augmentation.

Highlights include:

- Single technical resource on an Ed-Fi implementation project for a large school district, including designing/building/testing/deploying extensions, server configuration, team city and octopus configuration (ongoing as of August 2021)

- Project lead for an open-source data validation tool that is pre-integrated with the Ed-Fi operational data store (ODS).
- Strategic project to help define requirements and identify solutions for ODS data validation challenges on behalf of the Ed-Fi Alliance.
- Data architect and co-implementation manager for a state Ed-Fi implementation. Responsibilities included data mapping, designing data extractions against the ODS, designing/building/implementing extensions, documenting state Ed-Fi standards, coordinating Ed-Fi implementation with multiple School Information System (SIS) vendors and multiple Local Education Agencies (LEAs), and general technical leadership through design, build and test stages.
- Architect/Sr SQL server developer/ETL Developer/analyst/report writer/DBA for a regional health care provider's data warehouse that enabled automated compliance reports and advanced analytics that eliminated 200 + hours of manual work every month
- Technical lead/business analyst on a large international telecom carrier's initiative to upgrade their switching and support systems infrastructure for an international wholesale business unit, with responsibilities that included authoring an RFI and RFP, vendor analysis, project management, and architectural oversight. Overall project budget was in excess of $10 million USD.
- Architect/ETL developer/database developer/analyst on a project for an environmental publication to extract subscriber information from various legacy systems, clean the data, and export to Salesforce.com.
- Technical strategy and leadership consulting for nonprofit organizations in the renewable energy and environmental conservation industries.

New Global Telecom (NGT), Golden, CO 1997-2004. Systems Architect/Application Development Manager/Oracle DBA/Software Developer/Network Technologies Analyst/ NOC Manager
During my time at NGT I had a wide variety of technical and managerial roles in IT, product development, operations, and R&D. Highlights include developing one of the first automated Least Cost Routing (LCR) engines in the industry, working on the technical side of first-generation VoIP business plans, and building a real-time billing and reporting application that stored over a terabyte of data.

Education
- BA in Cultural Anthropology/minor in Theoretical Mathematics from Metropolitan State College of Denver, Denver Colorado
- Management Training Certificate from the Daniels College of Business, Denver University, Denver Colorado

Other Interests
folk/bluegrass/jazz musician, modern homesteading, permaculture, conservation, musical instrument building