

# Jonathan Kay

Phone +1 519 572-8728

E-mail [jkay@jonathankay.com](mailto:jkay@jonathankay.com)

Web [www.jonathankay.com](http://www.jonathankay.com)

## Experience

2011-2015

**Jonathan Kay (self)**

### *IT Consulting*

- Active Directory migrations.
- Windows Server 2012/Hyper-V architectures.
- Software/services development.

### *Development & Support*

- Messenger Reviver 2: keeping Windows Live Messenger alive and supporting Messenger user issues.

2012-2015

**Personal Computers Plus**

### *Development & IT*

- Plumbing business “late night” escalation system with web service, portal, and smartphone assets.
- OpenVPN for outside use of SIP phones.

2008-2011

**Diomedes Storage**

### *IT Director*

- Co-architected Diomedes Storage servers and network architecture involving three data centers (San Diego AIS, Phoenix AIS, Hurricane Electric Fremont).
- Deployment to production, staging and beta servers.
- Google Apps setup for all Diomedes employees.

### *Support*

- Answered Diomedes developer questions for SOAP and REST APIs.
- Technical support for all Diomedes Storage employees and technical assets.

2007-2008

**MediaMax/The LinkUp**

### *IT*

- Mitigated server split from former “Streamload” company from San Diego to Chicago data center using VPN tunnel and reverse engineering.
- Debugging and maintenance of existing server architecture.

2003-2007

**Streamload/MediaMax**

### *Customer Service*

- Daily support for Streamload customers regarding technical problems, billing inquiries, and sales.
- Developer support for Streamload SOAP developer API.

### *Staff IT Support*

- Upper tier technical support for Streamload employees and internal tools.

### *Software Developer*

- Developer of primary tool for Streamload customer service representatives.

## Skills

### Programming and scripting language experience

- C#, PHP, Powershell, Bash, JavaScript, VBScript, WSH, Batch, HTML/CSS

### Platforms

- Windows, Windows Server, Android, Linux, OS X

### Troubleshooting and debugging

- WinDbg, Process Monitor, Process Explorer, Wireshark

### Miscellaneous

- Exchange, SQL Server, OpenVPN, MySQL, Active Directory, Photoshop, Office, Google Apps

## Awards

### Microsoft Most Valuable Professional 2001-2011

- Windows Live Messenger/MSN Messenger/Windows Messenger focus
- Building of many troubleshooting tools for Messenger as well as 50,000+ posts devoted to the product

### Microsoft Most Valuable Professional 1998-2000

- Internet Explorer focus

## Patents

### Systems and Methods For Power Aware Data Storage

Co-inventor, patent pending

USPTO Patent application number: 20100030791

<http://www.google.com/patents/US20100030791>

## Education

1996-2001

**Grand River Collegiate Institute High School**  
Kitchener, ON

## Interests

The quest of knowledge: figuring out the inner workings of software and the challenge of troubleshooting problems. I enjoy spending my free time diagnosing software and networking issues, writing technical articles about my discoveries and administrating an IRC network originally devoted to support.

Outside in the world I can be found walking or whizzing my bike around the city.

## Other Triumphs

1998

### Royal Conservatory of Music

- Grade 8 Piano and Grade 2 Music Theory with Honours

1997-2009

### Microsoft technical beta tester

- Windows 98, 2000, XP, Vista, 7; Internet Explorer 4, 5, 6; Office 2003, 2007; Xbox Live
- MSN Messenger 5, 6, 7, 7.5, WLM 8-8.5, 2009-12
- Microsoft Core Group

## References

Available upon request