

# JOSEPH DUNAGAN

JosephRoyDunagan@gmail.com  
47 Scrabble Road  
Castleton, VA 22716  
540-987-8231

## Goal

Build and grow internal development team committed to supporting project excellence and promoting efficiency across client facing projects

## Main Expertise

- Leveraging Microsoft and K2 blackpearl to automate business processes
- Framework development from conceptualization to API documentation
- Deep sense of system security and infrastructure and a leading authority on Kerberos-related configuration
- Streamlining communication and knowledge sharing

Over 13 years experience as manager, consultant and support lead across multiple verticals.

Over 15 years of technical experience with the Microsoft platform.

## Education

Music Business, Nashville TN  
Middle Tennessee State University  
Belmont University

## Certifications

MCSE

## Recent Highlights

### *Development*

Mr. Dunagan developed a framework and API for automating the deployment of K2 artifacts across multiple environments towards continuous integration which led to the development and popular use of a related utility wrapper. Downloaded hundreds of times, customers, partners and staff reported savings of up to 1 week during system deployment, migration and disaster recovery with the software. Further, the framework was quickly leveraged by more than one large government contractor to enable continuous integration of K2 solutions.

In an effort to streamline communication and knowledge sharing among support and consulting staff, Mr. Dunagan proposed, developed and deployed a highly efficient knowledgebase proxy. The system was built using .NET WinForms and web services to merge several real-time sources of staff, customer, ticketing and license data. Overall the 10,000+ lines of solution code delivered a 95% reduction in data retrieval times and supported much needed offline capability and synchronization for a mobile workforce.

**"Joseph is a self-motivator and has successfully taken many challenges from conception through completion" - Principal Consultant, SourceCode North America, K2 Division**

### *Infrastructure*

Considered by staff, partners and customers to be a leading authority on Kerberos-related configuration issues on the Microsoft platform, Mr. Dunagan draws his experience from countless production-level incidents among dozens of Fortune 500 companies. He also prides himself on creating and distributing tools and knowledge among his peers, once having contributed to .NET platform-specific workarounds for shortcomings in its Kerberos implementation.

**"I relied on Joseph's Kerberos trouble-shooting skills many times. He quickly got things sorted out." - David Loomis, Senior Consultant, SourceCode North America, K2 Division**

### *Community*

Over the course of his four year tenure with K2, Mr. Dunagan published over 20 articles and supporting project code across multiple blogs to the benefit of the K2 community and the accolades of his peers and managers. In particular, and following the release of K2 blackpearl, he published three articles which covered 90% of the most commonly used K2 APIs including those for managing worklists, processes and SmartObjects.

Mr. Dunagan actively supported thousands of K2 community members across multiple channels including forums, instant messenger and telephone while acting as a consultant and technical account manager. He is also recognized as a major contributor several internal mailing lists dedicated to K2 product design, development and testing.