

Jason Epperson

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Program Analyst and Information Technologist

"a problem is just a solution waiting to happen"



An innovative individual who brings fresh ideas to address real world problems. A solution finder having the ability to approach problems from unconventional viewpoints and different perspectives.

Over two and half decades of experience developing and supporting web-based technologies. A talent for being able to put technical concepts in terms that a non-technical person can understand, helping to facilitate better communication with clients.

A decade and a half of experience on Social Security Administration projects.

Management Support Specialist

2026-Present

Social Security Administration, Earnings Operations

GS12

40HR/WK

Implemented systems and enhancements while assisting in reviewing workflows and practices. Role entailed evaluating challenges and providing solutions.

- Earnings Corrections technicians used Word-based templates to track and record their daily work. These documents had to be manually collated and tallied by managers. Reviewed the needs and implemented a system utilizing Microsoft 365 technologies and Power BI to provide an online tool for technicians to track their work. Additionally, provided Management Information reports to allow division leadership to view quality and efficiency of work. Developed multiple reports in Power BI for analysis of data.
- Earnings Corrections had a need to manage agency controls. Worked closely with Earnings Corrections staff to provide a customized system leveraging Microsoft technologies to automatically convert received emails to Planner tasks.
- Analyzed a cumbersome workflow for the Business Services group. Developed proof-of-concept tools to address several aspects of the workflow to potentially reduce the manually intensive process. Actions included:
 - Developing a Node.js based script to extract data from complex PDF documents and generate a JSON file containing the extracted data.
 - Implemented a Power Automate workflow to import the JSON into SharePoint lists.
 - Created a Power App demonstrating how the data could be presented and managed by the division.
- Part of a cadre to develop our organization's SharePoint presence.
- Helped to facilitate installation and setup of UiPath's Task Capture for 35 employees.
- Developed a Power BI Report for tracking organization's overtime usage.

Benefits Earnings Technician

2025-2026

Social Security Administration, Earnings Corrections

GS7

40HR/WK

On reassignment as a Benefit Earnings Technician, I learned the workloads for the position. While in training, I continuously looked for opportunities to improve efficiency and quality of work developing a number of tools and procedures to help improve agency work processes. My work stood out and within a year I was brought up to Earnings Operations front office staff.

- Skills Leveraged
- Analysis and Design
 - Evaluation of workflows and processes.
 - Presentation and informational sharing.
 - Documentation of Workflows
 - MI/BI Reporting
 - Agentic AI-based development.
 - Vibe-coding.

- Technologies Leveraged
- 365 Platform
 - Power Apps
 - Power Automate
 - Power BI
 - Tableau
 - SharePoint
 - VBA-enabled Excel
 - Node.js
 - JSON
 - VS Code

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IT Specialist

2019-2025

Social Security Administration, Division of Enterprise
Software Architecture

GS12
40HR/WK

Primary role was supporting the onboarding and registering of the agency’s enterprise API’s, services and consumers. The position entailed collaborating with multiple agency infrastructure teams and supporting project teams from across the agency and participating in “tiger troubleshooting” teams to resolve issues affecting production services.

- Additional activities included:
- Developing a tool to manage agency controls for the division.
 - Technical lead for several SharePoint sites managed by the division.
 - Implemented a Microsoft Shifts based tool to track and manage on-call rotation duties.
 - Maintained the division’s Continuing Operation documentation.
 - Developed processes utilizing Microsoft 365 platform to help maintain current service ownership information.
 - Provided on-call support for production environment.
 - Developed Tableau reports based on agency Real Use Monitor (RUM) data.
 - Created an interactive report system using XML and XSLT.

Computer Analyst

2011-2019

Social Security Administration Contractor, Leidos/Lockheed

IT3
40HR/WK

- Contractor supporting Social Security Administrations operations.
- Activities included:
- Support of agency’s web service registration and support processes.
 - Development of XML/XSLT-based reporting metrics.
 - Implemented a Jira Service ticket system.
 - Analyzed projects needs for a registration tracking system and composed the requirements and workflows.
 - Implemented project’s Confluence site.
 - Conducted job screenings and interviews.
 - Provided on-call support for production environment.
 - Led a team of developers to support SSA Language Development Facility tool.
 - Implemented 508 compliance enhancements.

Security Clearance: Public Trust

Maintained from 2011-Present

Education

1998-2000

Gateway Community Technical Collect – New Haven, CT
Associates Computer Science

- Awards add Recognitions
- Received ~10 agency service awards from 2014-2024
 - Eagle Scout - 1994