Josh Nagel

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Summary

Flexible, Motivated and detail-oriented software engineer with experience providing end-to-end workflow for software development as well as continuous integration, development and deployment for organization production.

Strong computer science professional skilled in Kotlin, Git, JavaScript, React.js, Node.js, GitHub, Amazon Lambda and Computer Literacy.

Experience

Associate Software Engineer
Figure

Feb 2020 - Present (2 years 4 months +)

Technologies used: Javascript, Typescript, React, Kotlin, PostgreSQL, Github Actions, Jenkins, Docker, Kubernetes

- Design, develop, implement, support and maintain applications based on business
requirements, using approved technologies and coding standards.
- Create and maintain user interface patterns and standard libraries.
- Apply object-oriented principles when implementing solutions.
- Troubleshoot and resolve software-related issues.
- Maintain code quality through unit testing.
- Document code appropriately for maintainability.
- Communicate with business analysts to gather accurate specifications for new enhancements
and applications. Translate requirements into functional code.
- Collaborate with team members on projects.
- Establish and maintain code on a CI/CD pipeline.

Technical Support Specialist
Odoo

Sep 2019 - Jan 2020 (5 months)

- Prioritize, answer, and implement creative solutions for customers.
- Create solutions and effectively communicate (written, verbal) those ideas to customers.
- Maximize customer satisfaction through the timely and accurate resolution of customer
inquiries/ issues.
- Collaborate with Engineering and Product resources to escalate critical issues.
- Participate in testing of new and updated products and provide feedback.
- Resolving Tier 1 and 2 incoming issues via email, chat, and phone.

Network Operations Center Engineer
Splunk

Jun 2019 - Sep 2019 (4 months)
- Provide hands-on technical expertise during service impacting events.

- Troubleshoot and resolve complex problems.

- Perform root cause analysis and deliver detailed documentation on significant incidents.

- Lead event correlation activities from monitoring systems and other change notifications.

- Coordinate system maintenance and changes, while minimizing customer impact and maximizing the productivity of company resources.

- Prioritize incident response and escalate to senior resources when necessary.

- Facilitate communication with disparate organizations during significant incidents.

Junior Build Engineer
Anki

May 2018 - May 2019 (1 year 1 month)
Technologies used: Jenkins, Terminal/Command-Prompt, Docker, Bash
- Design and implement new build processes and automated deployment and testing to adhere to continuous integration and continuous delivery standards.
- Create and integrate features for the platform using the latest technologies like TeamCity, Git, and Jenkins.
- Triage build features, maintaining and configuring mac, windows and linux servers.
- Maintain and refactor configuration and build scripts. Using the Terminal.
- Automate server creation and configuration as well as maintain asset pipelines.
- Work on certificate management for products.
- Provide troubleshooting and root cause analysis for production issues that are escalated to the engineering team.

Vehicle Operator
Cruise

Dec 2017 - May 2018 (6 months)
- Working in teams, responsible for the real-world testing and monitoring of the vehicle's behavior in fully autonomous mode, monitoring software and logging behavior from the vehicle.

- Troubleshooting in the field to complete project deliverable demands in a timely manner.

- Complete detailed diagnostic reports, procedures, and collection of test result data for engineering teams.

- Write detailed analysis for engineers based on the car's performance.
- Recognize and track issues in software.

Alexa Skill Developer
Self

Aug 2017 - May 2018 (10 months)
Ask the DM is a quick-reference tool designed for use during Dungeons and Dragons play sessions. The skill provides spell descriptions to players through a voice-command interface.

The core skill is a simple question-and-answer session. Users can get full spell descriptions, short descriptions, or single spell attributes such as casting time or range. Users can ask questions about

items, feats, and conditions, as well as find the pages this information is found on. Users may also roll game dice, and roll 20-sided dice with advantage or disadvantage.

Designed, built and published a voice-controlled quick reference guide for Dungeons and Dragons to the AmazonSkills store with a 3-person team. Developed a custom JSON dictionary of spells, items, and other game-specific objects using Python and RegEx. Developed Alexa functions to return information about game mechanics based on user queries. Created functions accounting for 60% of all user queries. Conducted user testing to solicit feedback and suggestions to improve the user experience. User count after the first month of release was 97 new users. Currently services 16,779, and counting, unique users since launch date in August 2016.

Freelance Web Developer

Meriwether Candle and Bodyworks

Jan 2018 - Apr 2018 (4 months)

Full stack web developer responsible for the graphic design and implementation of company website including navigation, writing HTML and JavaScript and optimization of web graphics. Developed banners for advertising on corporate client sites. Created all marketing materials including corporate identity, catalogs, advertising, packaging and trade show graphics. Applied SEO knowledge to web pages - focused on local aspects. Performed validation of completed sites including the debugging and testing of code. Responsible for quality assurance of finished websites including the validation of web forms and links.

Education

 San Francisco State University

Bachelor of Science (B.S.), Computer Science

Jan 2014 - Dec 2017

Course Highlights: Human Computer Interaction, Database Systems(SQL), Internet Application Design, Programming Methodology and Development

Licenses & Certifications

 Tyler McGinnis React Native Course - ui.dev

cert_7v577sxb

React & TypeScript Chrome Extension Development - Udemy

UC-84959bbf-231d-4378-bd38-41ba4bc71be1

The Ultimate Guide to Kotlin Programming - Educative, Inc.

An5VrvSGQvRXx4RlLFBQXDyzyNVAh9

Skills

JavaScript • TypeScript • React.js • Node.js • Kotlin • PostgreSQL • Continuous Integration and Continuous Delivery (CI/CD) • GitHub • Docker Products • Kubernetes