

James Julian

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[in LinkedIn](#) | [GitHub](#) | [Website](#)

Education

Worcester State University

Bachelor of Computer Science, GPA: 3.7

Worcester, MA

December 2024

Work Experience

Dynamo Software

Technical Support Analyst

Watertown, MA

2025-Present

- Diagnosed and resolved software issues through Zendesk, troubleshooted SQL errors, reviewed logs, and implemented solutions to improve system performance.
- Collaborate with product and development teams to escalate complex issues, provide technical insights, and contribute to software enhancements.
- Analyze client configurations to streamline workflows, optimize data integrity, and enhance product integration within business operations.

East Real Estate

Full Stack Development

Worcester, MA

May 2024-September 2024

- Led the development of a user-friendly dashboard for resident management, increasing efficiency by integrating payment processing and support systems.
- Enhanced the payment process by automating transaction handling using JavaScript, Stripe API, & Node.js.

FaTaL Repairs

Technician

Worcester, MA

January 2020-September 2022

- Diagnosed and resolved Windows OS and hardware issues for a diverse client base
- Built and customized PCs, ensuring compatibility and stability to meet specific client requirements.

Projects

KitchenHub (JavaScript, React Native, Expo, SQL)

- Developed an Android application enabling users to add items, set expiration dates, and save multiple trips
- Utilized JavaScript for backend development, MySQL for database management, and React Native with Expo for building the mobile application.

Portfolio (HTML, CSS, Google API)

- Developed a custom resume portfolio website using HTML and CSS, showcasing personal projects and experience
- Integrated Google Analytics to track engagement, leading to a 20% increase in site performance optimization.

Skills

Languages: Java, Python, JavaScript, HTML, CSS, SQL

Frameworks: ReactJS, NodeJS, JUnit, Git, MySQL, MongoDB

Cloud Platforms: AWS, Google Cloud Platform, Docker