

Josh Ambrose

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SUMMARY

Product-driven Program Manager and Engineer with a strong background in software development, team leadership, and AI research. Experienced in client-facing roles, cross-functional collaboration, and building scalable solutions that deliver measurable business outcomes.

SKILLS

Program Management: Project Roadmapping, Cross-functional Collaboration, Stakeholder Communication, Team Leadership, Decision-making and Prioritization, Budgeting, Agile Methodologies

Technical: Java, Python, HTML/CSS, Javascript, SQL, React, Angular, Git, REST APIs

Tools: Docker, Jira, Postman, Jenkins, Slack, Workspace

EXPERIENCE

Program Manager

Apr. 2016 – Present

Gia

Greensboro, NC

- Led the design and execution of tailored programs for high-value clients by analyzing behavioral trends and feedback
- Collaborated cross-functionally with vendors, teams, and logistics providers to deliver end-to-end customer solutions
- Delivered client presentations and managed customer relationships, acting as primary point of contact
- Built internal systems for service delivery, improving scalability and team efficiency
- Used analytics dashboards to track KPIs, inform decisions, and optimize guest engagement

Artificial Intelligence Research Assistant

Jan. 2024 – May 2024

UNCG

Greensboro, NC

- Investigated cutting-edge topics in artificial intelligence, with a focus on natural language processing (NLP)
- Fine-tuned the T5 language model for aspect-based sentiment analysis (ABSA), improving performance by 6% over state-of-the-art benchmarks on multiple datasets
- Conducted experiments, optimized training pipelines, and handled large-scale text datasets for evaluation
- Presented research findings on model architecture, training methods, and evaluation metrics to technical audiences

PROJECTS

StockIt | *Angular, Django, PostgreSQL, HTML/CSS, TypeScript, Python*

Sep. 2024 – Present

- Developed a full-stack inventory management application automating operations like forecasting, supplier orders, and order tracking
- Utilized Angular to create a dynamic frontend with an intuitive UI, a reporting dashboard, and user session management
- Created a REST API in Django to manage all data requests supporting the functionality of all subsystems across the application
- Implemented secure user authentication and role-based authorization to control access to management features
- Designed and optimized a PostgreSQL database for efficient storage and retrieval

TravelBuddy | *Java, HTML/CSS, JavaScript, Spring, Maven, MySQL*

May 2024 – Present

- Built a user-centric travel planning platform to help users find and filter service providers by location and preferences
- Created responsive UI for exploring destinations and booking services, improving usability for non-technical users
- Worked closely with users during testing to gather feedback and implement custom features
- Supported multi-role access, enabling service providers to manage listings and track engagement

EDUCATION

University of North Carolina at Greensboro

Bachelor of Science in Computer Science

Greensboro, NC

Aug. 2022 – Dec. 2024