

Joshua Johnston

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Summary/Objective

- **Summary:** A passionate Full-Stack Java Developer with experience in modern web technologies. My journey into coding began during the pandemic, leading me to specialize in Java while exploring Python, C++, React, and Node.js. I love building robust and user-friendly applications.

Experience

Corporate Case Manager, Wireless Escalations Department | Boost Mobile | [City, State - if different from Worthington, OH 10/27/24 – Present

- Managed complex customer cases and escalations within the wireless industry, ensuring high-level problem resolution and customer satisfaction.
- Utilized strong communication and analytical skills to address intricate service issues and maintain corporate standards.
- Collaborated with various departments to streamline processes and improve overall customer experience.

Leadership & Management, Training Department | Dish Satellite TV | [City, State - if different from Worthington, OH] 2014 – 2018

- Led and managed training initiatives, developing and comprehensive programs to enhance employee skills and performance.
- Oversaw a team within the training department, fostering a collaborative environment and contributing to staff development.
- Implemented strategies that improved training effectiveness and employee readiness for customer-facing roles.

Satellite Internet Department Specialist | Dish (Transitioned in preparation for EchoStar/Dish Wireless) | [City, State - if different from Worthington, OH] 2018 – [Start Month, Year of Boost Mobile role] (You'll need to fill in the exact end month/year for this role)

- Gained specialized knowledge in satellite internet operations and prepared for a transition into the wireless sector.

- Developed technical understanding and problem-solving abilities relevant to internet services, setting the foundation for future wireless industry roles.

Education

Full Stack Java Developer Bootcamp | We Can Code IT | [City, State - if applicable] Currently Enrolled

JavaScript Program Completion | We Can Code IT | [City, State - if applicable] August 2024

Cyber Security Mini Credential Course | We Can Code IT | [City, State - if applicable] 2023

Associate of Arts in Communications | Community College of Allegheny County | Pittsburgh, PA Graduated: 2013 *Focus Areas:* English, Psychology, Mass Media

Coursework | Seton Hill University | Greensburg, PA 2005 – 2007

Skills

- **Programming Languages:** Java, Python, C++, JavaScript (for React & Node.js)
- **Front-End:** React, HTML, CSS
- **Back-End:** Node.js, Spring Boot (Common for Java Full-Stack), RESTful APIs
- **Databases:** SQL (e.g., MySQL, PostgreSQL), MongoDB (or other NoSQL)
- **Tools & Version Control:** Git, Maven/Gradle, npm
- **Soft Skills:** Problem-Solving, Adaptability, Teamwork, Communication, Continuous Learning

Awards and Recognition

- D.S.A. Distinguished Service Award | Dish | 2021

Volunteer Experience

Community Volunteer | Columbus, OH Area 2014 – Present

- Consistently donate to charity funds, specifically supporting local food banks in Columbus.
- Volunteered at Ronald McDonald House, assisting with food service and painting the game room.
- Contributed to animal welfare at a pet shelter in Hilliard, cleaning cages and walking dogs.
- Regularly participate in local clean-up initiatives, actively supporting community betterment.