

# John Josephsen

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## EDUCATION

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### MONTCLAIR STATE UNIVERSITY

Expected Graduation May 2023

- B.S. in Computer Science

GPA: 3.6

### RELEVANT COURSEWORK

- Computer Concepts, Fundamentals of Programming 1 & 2, Data Structures & Algorithms, Database Systems, Computer Systems, Operating Systems, Systems Programming, Internet Computing, Software Engineering 1 & 2, Computer Science Theory

## EXPERIENCE

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### MONTCLAIR STATE UNIVERSITY IT HELP DESK

#### *Student Desktop Technician Supervisor/Special Projects Engineer*

January 2020 - Present

- Provide technical support and solutions for advanced problems, including quality assurance testing, device deployment, software/systems support, and hardware repair for Windows and Mac machines.
- Managed ServiceNow ticket queue for a group of six technicians with over 3,000 SNOW tickets worked on.
- Experience with JAMF, Group Policy Objects, understanding of System Center Configuration Manager architecture, ensured accounts were properly added to Active Directory Domain Servers and Azure, alongside Cisco Identity Services Engine (ISE).
- Installed and supported user applications such as Mail and web gateways, user applications, Thunderbird, Cognos, Bomgar Remote Session, NVivo Citrix desktop applications, and other corporate apps.

### THE MONTCLARION

#### *Web Editor*

April 2022 - Present

- Managed and optimized The Montclarion website using WordPress, collaborating with team members and third-party teams to improve efficiency and SEO.
- Enhanced website accessibility through custom features, such as image alternate text, translation, and improved site navigation for users with disabilities.
- Developed and executed content strategies resulting in a 37% increase in website users and implemented a custom blog translation system using Agile production management and Google Analytics to monitor site traffic.

## SKILLS

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- **Software:** Microsoft Office, Jamf, Azure, AD, ISE, ServiceNow, Wordpress, Virtual Box, React.js, NextJS, Node.js, MySQL
- **Programming Languages:** Java, Python, JavaScript, TypeScript, SQL, PHP, HTML, CSS, C++, C#
- **General Computer Maintenance and Repairs/Apple Hardware Repair Trained**

## PROJECTS

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### Sintennial RSPS

- Collaboration/management of Java based game server utilizing a MySQL database to log/track all player activity and data.
- Maintain an online game server by identifying and developing solutions for in-game bugs.
- Developed a website for a game server using WordPress, utilizing community suggestions and feedback to create a user-friendly and engaging experience for players. Integrated custom features, such as forums, leaderboards, and event calendars, to enhance the community aspect of the game server and increase player engagement.

### Qualis Events

- Designed and developed a responsive website using NextJS, HTML, and CSS in collaboration with the company CEO. Conducted thorough research to create a user-friendly website, implemented custom animations, dynamic page rendering, and SEO optimization.
- Utilized version control tools like Git to manage the project and regularly communicated with the CEO for updates and issue resolution. The result was a visually appealing and fully functional website that effectively represented the company's brand.

### JAJ Apparel

- Utilized React, HTML5, CSS, and JS to build a responsive and visually appealing website with dynamic functionality.
- Employed PHP to create server-side logic and utilized NodeJS server with a SQL database for seamless data management and efficient performance.

### Jersey Exotic Auto

- Collaborated with the company CEO to design and develop a custom website using WordPress, conducting in-depth research and analysis to ensure the website met the business's goals and objectives.
- Utilized custom themes, plugins, and widgets to create a visually appealing and user-friendly website, optimized for search engines and designed to improve the overall user experience. Worked with the CEO to create and implement content strategies that effectively conveyed the company's brand and message to customers.

### MKJJ Online Banking System

- In a team of four, developed an online banking web application using PHP, HTML, CSS, and MySQL that allows both User and Admin capabilities. The User can perform deposit, withdrawal, transfer, history checking, and settings changing while the Admin can search records, modify transactions, and view requests using CRUD functionality.