

# JOSEPH THOMPSON

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## CAREER SUMMARY

### IT Systems Administrator • IT Help Desk • Software Engineer

- **A determined and persistent systems administrator** with 8 years of experience adapting business to technology driving revenue growth through innovative strategy, software creation, and strong work persistence.
- **A “best of both worlds” technologist** with deep expertise across both the software development process, and an ability to understand business aspects of a company from working in a variety of roles.
- **A persistent web designer** who created and redesigned a website that brought in new and more informed clients as well as received positive feedback from clients.
- **A current computer science student** who has 4 years of experience working with teams in class developing and maintaining software through teamwork and cooperation. Specifically interested in meshing these areas of expertise to deliver value as a software engineer within a team-based environment.

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## AREAS OF EXPERTISE

- Java, HTML5, CSS3, JavaScript, JSON, jQuery/AJAX, Linux, Python, Git, Project Management, Agile/Scrum, Client Relations

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## PROFESSIONAL EXPERIENCE

### Greenway Chemical Systems & Services, Belmont, NC

**2012 – Present**

*Industrial Water Treatment Service Company that serves the greater Southeast Region of the United States.*

#### IT Systems Administrator

Recruited into a multi-part role to bring my knowledge and passion for technology to help guide, develop, and ensure the success of a new startup company. Gaining experience through working in all aspects of setting up and ensuring a successful company.

- **Accelerated the growth of a small startup** into a multi-state industrial water treatment company that serves the greater southeast region.
- **Designed and developed** a new website that brought in new clients and improved customer relations through more available information.
- **Boosted client relations** through routine check ins to ensure the client wasn't having any issues with their controller.
- **Increased office productivity** through developing and maintaining office computers and networks to ensure a seamless and stress-free work environment.

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## EDUCATION

### Bachelor of Science, Computer Science

The University of North Carolina at Charlotte, Charlotte, NC

#### Key Projects

- **Created and developed** a website using HTML5, CSS3, JavaScript, jQuery, Ajax & APIs
- **Worked and collaborated** with a group of 4 others to design and develop an application using Java, JavaFX, SQL, and various APIs

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## Certifications

- **CompTIA A+ Certified**
  - “CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world”. - CompTIA