

Justin Miller

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PROFESSIONAL SUMMARY

Professional with experience in Full-Stack Development and Business Operations. Proven ability to integrate technology solutions that enhance efficiency, reduce operational costs, and improve user experience. Adept at collaborating with cross-functional teams, gathering business requirements, and delivering data-driven insights to achieve organizational goals.

SKILLS

Database Management, Network Troubleshooting, System Administration, Microsoft Office Suite, CRMs, Workflow Automation, Project Management, Requirements Gathering & Documentation, Business Analysis, Agile & Scrum, Programming Languages (JavaScript, TypeScript, Java, Ruby), SQL, Data Structures & Algorithms, API Development, Software Development Lifecycle (SDLC), Debugging, Unit Testing, Windows, Linux, Mac OS, PostgreSQL, MySQL

EXPERIENCE

Shine Masters Cleaning Services - Operations and Technology Manager New York, NY - 03/2024 - 01/2025

- Engineered an internal application that optimized scheduling efficiency by 40%, integrated analytics for data-driven insights, and streamlined inventory and customer management, enhancing operational efficiency and customer experience.
- Optimized business operations by integrating CRM systems, increasing workflow automation by 40%, which reduced manual data entry errors by 60% and boosted overall data accuracy, enabling faster and more informed decision-making.
- Reduced operational workload by 50% by evaluating and implementing enterprise software, which automated repetitive processes and saved 10 hours per week, allowing teams to focus on higher-value tasks and improving overall productivity.
- Increased software adoption rate by 90% by training employees on new platforms and workflows, which ensured seamless integration and minimized operational disruptions, leading to higher efficiency and user proficiency.
- Planned and executed a technology strategy that elevated operational efficiency by 25%, aligning IT initiatives with business goals to drive revenue growth.

Haven Technologies - Full Stack Software Engineer New York, NY - 01/2023 - 09/2023

- Developed features for an insurance microservice serving thousands of customers daily, using Angular architectural design patterns and tooling.
- Aligned software features with business needs by collaborating with cross-functional teams, ensuring a 100% match to user requirements and company objectives, which refined efficiency and boosted user adoption by 30%.
- Assisted in gathering and documenting software requirements, working closely with UI/UX and backend teams to enhance product development.
- Ensured timely feature rollouts and bug fixes by tracking and prioritizing software enhancements, reducing deployment delays by 30%, and improving user satisfaction.
- Enhanced code reliability and maintainability by implementing unit testing automation, reducing critical bugs by 40%, and accelerating development cycles.

Haven Technologies - Full Stack Software Engineer Intern New York, NY - 05/2022 - 08/2022

- Collaborated closely with senior developers to troubleshoot and resolve complex issues, resulting in an 80% reduction in software defects and enhancing the overall reliability of the application.
- Enriched product functionality by collaborating with stakeholders to refine software requirements, resulting in a 25% reduction in development rework and faster time-to-market.
- Reduced customer complaints by 50% by tracking and resolving software defects, improving product reliability and user satisfaction.
- Upgraded user experience and application efficiency by assisting in UI enhancements, leading to a 40% increase in user engagement and faster task completion.
- Streamlined technical solutions by contributing to agile development processes and team meetings, ensuring a 100% alignment with business needs and accelerating project delivery by 20%.

EDUCATION

Lehman College New York, NY
Bachelor of Science, Computer Science

Kingsborough Community College Brooklyn, NY
Associate of Science, Biology