JOSEPH A. CALIGIURI

SKILLS

- Java, JavaScript, Python, C#, Html / CSS, and LabVIEW.
- Google form automation scripts in Python
- 7 years of robotic programming
- Installation, troubleshooting, and repair of electro-mechanical and pneumatic components
- Experience with Machine learning
- Software: Windows10, Linux(Ubuntu), and macOS
- 2 years of experience using Unity3D
- Broad knowledge of computer networking
- Knowledge of Telecommunication networking
- Trained in Team Dynamix
- Trained in Cherwell
- Broad knowledge of bash scripting
- An extreme drive to learn and pursue knowledge
- Customer service and communication skills

WORK EXPERIENCE

DPSS Field technician   **December 2022 - Present**

- Manage and handle incoming tickets with cherwell
- Work directly with Students and Staff to resolve technical issues
- Repair hardware and software issues as they arise

ARC Help Desk Support Specialist   **April 2022 - October 2022**

- Managed incoming support tickets with Team Dynamix by resolving or directing them
- Used Linux to manage Multiple Unix groups remotely
- Scripted bash code and macros to make Linux tasks more streamlined
- Worked with both users and backend support to resolve technical issues

Buckeye Broadband Technical Support Specialist   **July 2021 – April 2022**

- Worked on calls with customers to diagnose and troubleshoot technical issues
- Used understanding of networking to fix any issues the customer is having
- De-escalating situations with upset customers
- Handle confidential customer information including but not limited to (mac address, public IP address, credit cards and payment information. And customer contact information)

Manhattan's Pub   **May 2020 - December 2020**
Server

- Worked Back of house cleaning and prep cook work
- Worked front of house customer service as a server

EDUCATION

Bedford Senior High School
Graduate class of 2021

- Relevant classes taken: AP computer science, Cyber security, and Python.

VOLUNTEERING

Bedford Express Robotics
Programming Lead   **2019 - Present**
- Lead Programmer of a team of 3. Implemented various technologies into our team's robot including, Camera tracking, Swerve drive, and Q-learning. Delegated tasks among the 3 other programmers. Used mostly in LabVIEW.
- I also worked on the electrical system of my team's robot and the pneumatic systems.

FTC Mentor   **2018 - Present**
- Volunteered at many FTC competitions as an FTA (Field Technical Advisor).
- Taught programming and electronics to younger students as well as leadership skills needed to succeed in the future
- Lead Programmer in a team of 2
- Was the driver of our team's robot, and as an 8th grader advanced our robot to the World championship while competing against High School upperclassmen.

Reference for Joseph Caligiuri
Bedford Highschool
Reference by: Denney Costlow

Mobile: (419) 467-5697

Job Duties & Technologies:
Joseph was working on programming. He was a freshman and was working with a senior. He learned to program the robots. The robot was built and then the programmers get the robot to work on its own and do different tasks. He was all hands on. He helped the robot pick up pieces off the floor and had the robot throw balls into a goal. He programmed it to slow down the wheels and move it and entered data to help it make it's movements.

Quality of Work: Excellent
Joseph does great work. He is one of those kids that he would be able to focus. He had extreme focus and was able to stay late and work on his projects. He had great work ethic. We were in a spot that we were solely dependent on him, and he showed up for us at the last minute. He handled stress well and he was reliable. He was a problem solver and always came up with solutions.

Initiative:
Joseph wanted to grow and learn as much as possible. He always asked questions and was always asking for more work.

Cooperation/Communication: Excellent
Joseph was a good communicator. He documented well and had to make sure someone could fill his shoes. He helped train a freshman to take over his position. He was able to give instructions well and received them well. He is also good at giving quality feedback.

Attendance/Reliability:
He consistently showed up and was extremely reliable. We would have practice on weekends, and he never missed one.

Cultural Environment:
The team was hectic, and he had to manage that. Our workspace was a gymnasium in a school. Everyone was working in the same area. We only had 6 weeks to program this robot. It was very fast paced.

Strengths:
His biggest strength was problem solving, he could sit there and work through issues. There was always a problem that came up and he was continually able to solve those problems. He was also very reliable. We had a lot of practice time and even on the weekends. He showed up and did really well.