

# Joshua Massa-Pelletier

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## SUMMARY

Full-Stack Web Developer with a background in leadership and team management. Demonstrates a fine attention to detail with a focus on quality and design. Excels in solving problems in a timely manner, prioritizing tasks according to complexity and importance. Effective communication with both team members and clients is a strong suit, integral to any operation. Recently earned a certificate in Full Stack Web Development from the University of California, Los Angeles and currently pursuing a certificate in Computer Science from Harvard University. Prioritizes perpetual learning and growth to stay on top of the most recent trends and technologies. Aims to not only to meet client expectations, but to elevate projects to their highest potential to ensure lasting impressions and repeat business.

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## SKILLS

- JavaScript
  - MongoDB
  - Express
  - React.js
  - Node.js
  - CSS3
  - HTML5
  - Bootstrap
  - jQuery
  - Mongoose
  - MySQL
  - RESTful APIs
  - API Development
  - Version Control (Git)
  - Data Structures
  - Responsive Web Design
  - Search Engine Optimization
  - Unit Testing
  - Debugging
  - Web Sockets
  - Communication
  - Problem Solving
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## EXPERIENCE

**Executive Chef**, 08/2015 - 01/2024

**Eli's Restaurant Group** – Hamden, CT

- Increased revenue up to 100% or more by creating standard operating procedures to streamline business
- Consistently beat budgeted food cost by 2% to 8%
- Developed numerous hourly staff into management positions, reducing overall hiring expenses by 20% through structured training programs, mentorship, and performance evaluations
- Managed client relationships through communication, addressing client concerns, and delivering exceptional service; resulting in a 25% increase in customer retention
- Increased yearly sales of our Orange location from \$1.3 million to \$3.1 million per year through proper training, improving product quality, building a catering clientele, and special promotions
- Successfully managed catering events up to 1,200 people
- Opened a new location earning over \$12,000,000 in sales and 4.5 stars on Google in our first year

## EXPERIENCE

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**Sous Chef, 03/2011 - 7/2015**

**Seasons at Oak Lane – Wallingford, CT**

- Fostered a positive kitchen culture resulting in a 50% decrease in staff turnover
- Coordinated with clients and the Executive Chef to ensure highest quality and satisfaction on a la carte and catering menu items, leading to a 20% increase in repeat business in less than one year
- Maintained a clean and organized kitchen achieving consistent Health Inspection scores between 97 to 100
- Elevated the club's reputation for exceptional cuisine and service by staying on top of the latest culinary trends, developing and testing recipes, and using fresh and local ingredients when possible achieving a 20% increase in weekly sales and a 30% boost in positive client reviews
- Managed inventory, daily specials, and catering events keeping within budgeted food cost of 25%

**Line Cook, 01/2010 - 02/2011**

**Choate Rosemary Hall – Wallingford, CT**

- Enforced a high standard of organization and cleanliness, achieving consistent Health Inspection scores between 95 to 100
- Communicated with Executive Chef, Sous Chef, Dining Room Manager, and Clients leading to a 22% improvement in operational efficiency and a 12% increase in client satisfaction over a 6 month period
- Actively supported co-workers to ensure a cohesive and friendly work environment bringing about a 12% reduction in employee turnover
- Trained new team members on an as-needed basis, reducing onboarding time by 40% and increasing new hire productivity by 25% within the first 3 months

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## EDUCATION

**Harvard University:** 04/2024 - Present, 4.0 GPA – Computer Science Certificate

**University of California, Los Angeles:** 12/2023 - 6/2024, 4.0 GPA - Full Stack Web Development Certificate

**Lincoln Tech – Center for Culinary Arts:** 2008-2009, 3.7 GPA - Culinary Arts/Business Management Certificate

**Orville H. Platt High School:** 2004-2008, 3.8 GPA - High School Diploma