

JOSHUA A. FARR

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Lean Six Sigma Black Belt, Operational Excellence Professional

Experienced professional in the process of transitioning into software engineering with expertise in continuous business process improvement, problem-solving, logistics optimization, project management, and business intelligence analysis. My aim is to apply my diverse skills and experience to contribute meaningfully in the realm of software engineering, helping organizations streamline operations, resolve intricate challenges, and harness data-driven solutions for sustained growth and success in software development.

SKILLS

SQL	Microsoft Power BI	Lean Logistics
ReactJs	Business Analytics	Strategic Planning
HTML / CSS	Lean Six Sigma	Training and Leadership
Javascript	Process Improvement Project Management	Call Center Operations
Typescript	Cross-Cultural Understanding	5-Why Root Cause Analysis
AWS	Financial Management	ISO 9001
Twilio / Twilio Flex	Inventory Control Processes	

EDUCATION

United States Naval Academy – Annapolis, Maryland – **Computer Science**

Bachelor of Science in Business Administration (BSBA) emphasis in **Business Logistics Management**, The Ohio State University

Other:

- ◆ AWS Certified Developer - Associate (DVA-C02)
 - ◆ Lean Six-Sigma Black Belt - University of Tennessee, Knoxville
 - ◆ Front-End Developer Career Path Graduate - Scrimba
 - ◆ Responsive Web Design Graduate - Free Code Camp
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PROFESSIONAL EXPERIENCE

Asurion

NASHVILLE, TENNESSEE • 2020-PRESENT

Software Engineering Intern, Voice Self Services

- Architected and deployed a strategic API package, to help streamline communication between the three internal CRMs and the Twilio Flex platform. Emphasized scalability and user-friendly functionality to enhance overall efficiency in integration processes for internal CRM development teams.
- Revamped portions of the Twilio Flex platform's backend serverless infrastructure, transitioning from Javascript to Typescript for enhanced scalability in anticipation of future expansions. Played a key role in establishing consistent typing, contributing to overall codebase consistency.
- Contributed to an internal AI hackathon team involved in creating an AI-assisted tool dedicated to generating comprehensive Readme.md files for entire repositories. Assumed a leadership role in driving the development of the front-end user interface and optimizing the overall user experience, showcasing a commitment to innovation and effective collaboration within the team.

Manager, Process Innovation

- Managed a portfolio of initiatives, achieving yearly cost savings of over \$5.8 million, using lean six sigma methodology to identify, size, and execute process improvement projects.
- Enhanced expert productivity by leveraging data analysis to identify improvement opportunities and collaborating with the product team to develop field-app solutions.
- Conducted user testing to refine and improve existing operational dashboards and reporting/monitoring tools, resulting in increased utilization and effectiveness.
- Coordinated cross-functional efforts with HR, Legal, Finance, and Operations to implement new operational changes affecting day-to-day field business operations.
- Mentored junior team members, sharing best practices in SQL for more effective data analysis.
- Provided regular updates to key stakeholders on initiatives directly impacting their lines of business.
- Successfully reduced expert job duration by ten minutes through the implementation of streamlined phone setup processes.
- Collaborated with field and call center operation teams to identify cost-saving opportunities in annual operating expenses.
- Served as a subject matter expert in SQL for the process innovation team.

HONDA MANUFACTURING OF AMERICA

COLUMBUS, OHIO • 2018-2020

Lean Six Sigma Supply Chain Analyst

- Managed a \$20 million supply chain network comprising 600 unique part numbers from 30 suppliers across the United States and Mexico for two automotive manufacturing facilities.
- Prioritized supplier production schedules, preventing potential production losses of up to \$18 million.
- Conducted on-site supplier audits, evaluating manufacturing, packing, and labeling processes to ensure alignment with Honda's manufacturing standards.
- Led internal continuous improvement initiatives aimed at enhancing associate effectiveness.
- Utilized lean manufacturing methodologies such as 6 Sigma, 5S, and 5-why for root-cause analysis, effectively addressing past supplier issues to mitigate future impact.
- Spearheaded strategic planning efforts for critical suppliers, resolving capacity issues to meet delivery key performance indicators (KPIs).
- Responded to inventory discrepancies, ensuring the preservation of normal process flow and compliance with just-in-time (JIT) production requirements.
- Assisted in conducting internal quality audits, adhering to the ISO 9001:2015 standard.

THE OHIO STATE UNIVERSITY

COLUMBUS, OHIO • 2016-2018

Project Manager

- Managed the coordination of marketing campaigns across 53 individual units within The Ohio State University's student-life department.
- Enhanced project workflow, resulting in a 30% reduction in turnaround time.
- Proactively identified potential areas of concern related to project deadlines and implemented necessary adjustments.
- Established a robust tracking system for physical inventory, achieving 100% accountability and accuracy within the department.
- Supervised, motivated, evaluated, and provided coaching to a team of 15 employees, contributing to a high 95% retention rate.

JAPAN, TOKYO SOUTH MISSION

TOKYO, JAPAN • 2013 – 2015

Tokyo Area Team Leader

- Oversaw the daily activities of 25 volunteer humanitarians across the southern region of Tokyo, providing leadership and training in both English and Japanese.
- Collected and analyzed daily and weekly performance metrics to provide feedback on areas of opportunities for improvement.
- Designed and implemented leadership training programs aimed at improving overall KPI performance and fostering teamwork and collaboration.
- Coordinated the logistics of team member relocations to ensure smooth transitions.
- Overcame cultural barriers and achieved fluency in the Japanese language, enabling successful engagement with targeted customer segments.
- Collaborated closely with local businesses and community leaders, contributing to the strengthening of international relationships.
- Developed, planned, and maintained an organizational budget to support operational activities.

OF NOTE

VOLUNTEERING:

- ◆ Alumni, Nashville Young Leaders Council Class 77
- ◆ Board Intern, Nashville Center for Nonprofit Mgmt.
- ◆ Board Member, Asurion's Young Professionals ERG

OTHER:

- ◆ Member, Asurion Front-End Guild
- ◆ Trilingual: English, Spanish, Japanese
- ◆ ISO 9001:2015 Lead Auditor Certified
- ◆ International living and working experience
- ◆ Navy Veteran
- ◆ Eagle Scout