

Joshua Waldron

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EDUCATION

Bachelor of Science, Information Technology

Pennsylvania State University

August 2022 - May 2026

- GPA - 3.27
- Dean's List 1st-2nd semester
- Relevant Coursework: Object Oriented Application Development, Application Development Design Studio, Programming for the Web, Networking, IT Project Management, Technical Writing

TECHNICAL SKILLS

- **Operating Systems:** Windows, macOS, Linux
- **Programming Languages:** Java, HTML, CSS, JavaScript, PHP, SQL, C++
- **Frameworks and Libraries:** Spring Boot, React.js, Bootstrap, Tailwind CSS, J-unit, Java Swing
- **Tools:** Git, GitHub, IntelliJ, VS Code, Google Analytics, WordPress, Shopify, Microsoft 365, Google Suite, Adobe Photoshop
- **Databases:** MySQL, MongoDB

EXPERIENCE

Shuffled Supplies LLC. (Remote)

May 2023 - Feb. 2024

Tech/Customer Support

- Responded timely, proactively, and accurately to incoming telephone calls, chats, web requests, and email inquiries.
- Provided remote technical support for various software and product issues, ensuring high customer satisfaction.
- Maintained detailed records of support interactions, solutions, and outcomes.
- Provided technical support and troubleshooting for both technical and non-technical users.
- Maintained and updated the company website using frontend technologies such as WordPress, HTML, and CSS.

Northeast Family YMCA, Philadelphia

May 2021 - Present

ChildWatch/Wellness Coach

- Delivered exceptional customer service to members, enhancing their overall experience.
- Communicate effectively with members, fostering a collaborative and positive environment.

PROJECTS

Project: [Real Time Stock Dashboard](#)

Tech Stack: HTML, Tailwind CSS, JavaScript, React.JS, REST API, Recharts, VSCode

- This project is a comprehensive stock dashboard application built with React, offering features such as stock search, detailed company information, real-time stock quotes, and interactive price charts. It also supports a dark mode for enhanced user experience.
- The app leverages the Alpha Vantage API to fetch real-time and historical stock data, automatically fetches and updates stock data every 60 seconds, ensuring users have the latest information.

Project: [Used Bike Store](#)

Tech Stack: Java, MySQL, J-Unit, IntelliJ

- Developed a Java-based application for efficient management of inventory and transactions.
- Integrated MySQL database to handle backend data storage and retrieval.

CERTIFICATIONS

- [Certified Web Developer](#) | Johns Hopkins University | '24
- [IT Support Fundamentals](#) | Google | '24
- [Search Engine Optimization](#) (SEO) | University of California, Davis | '24

ADDITIONAL SKILLS

- Customer Service: Passionate about helping customers and providing top-notch service.
- Problem-Solving: Proactive and analytical approach to issue resolution.
- Troubleshooting: Expertise in diagnosing and resolving technical issues, including hardware and software problems.
- Organizational Skills: Exceptional skills in multitasking in fast-paced environments.
- Attention to Detail: High degree of accuracy and attention to detail in all aspects of support and documentation.
- Adaptability: Flexibility to adapt to fast-paced environments and changing priorities.