

# Joshua Hoban

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## EDUCATION

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<b>Palm Beach State College</b>	<i>AS In Computer Programming</i>	<i>Aug 2025 — Nov 2028</i>
<b>Florida Virtual School</b>	<i>Affidavit - Programming</i>	<i>May 2022 — Dec 2023</i>
<b>Code Academy</b>	<i>Certificate, Minor in Full Stack Development</i>	<i>Sep 2024 — Mar 2025</i>

## EXPERIENCE

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<b>IT Help Desk Technician</b>	<i>iPower Technologies &amp; TGI Office Automation</i>	<i>Feb 2025 — Present</i>
		<i>Boca Raton, FL</i>
• Documented all customer interactions and solutions in the ticketing system for future reference		
• Escalated complex issues to tier 2 support team while maintaining ownership of the ticket until resolution		
• Assisted users with troubleshooting hardware and software problems, ensuring minimal downtime		
• Performed remote desktop assistance to troubleshoot user problems and provide step-by-step instructions		
• Maintained a high level of professionalism and excellent customer service skills during all interactions with end-users		
• Followed standard operating procedures (SOPs) for incident management and request fulfillment processes		
• Managed a large volume of tickets daily while meeting or exceeding established service level agreements (SLAs)		
• Provided training sessions for new employees on basic IT troubleshooting		
<b>Full Stack Developer</b>		<i>Jan 2024 — Present</i>
<i>Freelance</i>		<i>Remote</i>
• Developed and maintain responsive user interface with modern front-end frameworks (React/Vue), improving mobile user engagement by 35% and reducing front-end load time by 40%.		
• Designed backend architectures with support of both custom and pre-made support API driven communication		
• Led deployment and administration of SQL and NoSQL databases, improving deployment speed by ~40% and raising system availability to 99.95% through automated CI/CD pipelines and standardized configurations		
• Developed and deployed full-stack applications using Python, React/Next.js, TailwindCSS, MySQL/MongoDB and Docker on AWS/Vercel, reducing deployment time by ~40% and accelerating prototype time-to-market by streamlining CI/CD and release processes		

## CERTIFICATIONS

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### Microsoft Certified: Azure Fundamentals

### Java Basics

### Python Certification

2023-07

### C# Certification

2024

### Full Stack Development

2024

## PUBLICATIONS

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### GitHub

Joshua Hoban

<https://github.com/MrHoban>

2022-09

## **Medium Profile**

Joshua Hoban

<https://medium.com/@joshuawhoban>

## **SimSync Live Site**

Joshua Hoban

*SaaS application*

<HTTPS://simsync.dev>

*November 11th*

## **SKILLS**

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**Programming Languages:** JavaScript, Python, TypeScript, C#, Java, C++, LUA

**Frameworks & Libraries:** React, Node.js, Express, Django, Flask

**Developer Tools:** Git, Visual Studio, GitHub

**Databases:** SQL, PostgreSQL, MySQL, SQLite

**Soft Skills:** Organizational Skills, Analysis skills, Time management, Writing skills