

Joshua Hoban

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EDUCATION

Palm Beach State College <i>AS In Computer Programming</i>	<i>Aug 2025 — Nov 2028</i> <i>GPA: 3.1</i>
Florida Virtual School <i>Affidavit - Programming</i>	<i>May 2022 — Dec 2023</i> <i>GPA: 3.2</i>
Code Academy <i>Certificate, Minor in Full Stack Development</i>	<i>Sep 2024 — Mar 2025</i>

EXPERIENCE

IT Help Desk Technician <i>iPower Technologies & TGI Office Automation</i> <ul style="list-style-type: none">• 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	<i>Feb 2025 — Present</i> <i>Boca Raton, FL</i>
Full Stack Developer <i>Freelance</i> <ul style="list-style-type: none">• 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	<i>Jan 2024 — Present</i> <i>Remote</i>

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals	
Java Basics	
Python Certification	<i>2023-07</i>
C# Certification	<i>2024</i>
Full Stack Development	<i>2024</i>

PUBLICATIONS

GitHub Joshua Hoban https://github.com/MrHoban	<i>2022-09</i>
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Medium Profile

Joshua Hoban

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

SimSync Live Site

Joshua Hoban

SaaS application

<HTTPS://simsync.dev>

November 11th

SKILLS

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