

JOSH MILLER

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LinkedIn: [bit.ly/91823JM](https://www.linkedin.com/in/bitly91823JM)

GitHub: <https://github.com/OneCrinkleyFry> | Portfolio: <https://onecrinkleyfry.github.io/>

SUMMARY

Low code developer with experience in customer service and management. Life long quick learner recognized for innovative complex problem solving. Proficient in optimizing workplace efficiency. Known to complete tasks on time and within scope. Proven leader with exceptional interpersonal communication abilities that thrives in collaborative team environments.

TECHNICAL SKILLS

Appian | SQL | SAIL Interface Design | Business Process Design | Service Now | Git | Github | BitBucket | Javascript ES6 | HTML | CSS | React | RESTful API | CRUD | MongoDB/Mongoose | AWS | Java | Python | Angular | Excel | Sheets | NodeJS | ExpressJS | MFT

EDUCATION

Full Stack Web Development | University of Utah, Salt Lake City, UT | **Jan 2021**

A university coding bootcamp learning additional technologies including: JavaScript, HTML, CSS, React, NodeJS, Mongo, Mongoose, SQL, GraphQL, ExpressJS

Computer Science | Advanced Learning Center at Utah Valley University, Orem, UT | **May 2016**

A highschool program focused on teaching coding principles with C#, C++, Javascript, Game Development, Animation, 3D Modeling, and Graphic Design.

CERTIFICATIONS

Full Stack Web Developer | University of Utah, Salt Lake City, UT | **Jan 2021**

PROJECTS

California Privacy Rights Act

- An Appian Application to assist internal Legal and Business teams in retrieving consumers, or employees personal data.
- Created SAIL interfaces, designed data stores, designed the business processes. Collaborated with many different teams including Salesforce, Web, and Legal. Created an estimate for the timeline and effort. Updated legacy Data Types.
- Appian, SAIL, mySQL, rest API, MFT, Salesforce

Dino-Store | [bit.ly/DinoStoreGithub](https://github.com/OneCrinkleyFry/DinoStore) | [bit.ly/DinoStoreLive](https://onecrinkleyfry.github.io/DinoStoreLive/)

- A demonstrative E-commerce site where users can purchase dinosaur-themed paraphernalia.
- Front end styling and the User History Page. Created the mockups.
- Javascript ES6, React.js, CSS, Bootstrap, Express.js, MongoDB, Node.js

GameFinder | [bit.ly/GameFinderGithub](https://github.com/OneCrinkleyFry/GameFinder) | [bit.ly/GameFinderLive](https://onecrinkleyfry.github.io/GameFinderLive/)

- Website to help Gamers find popular games, their reviews, and prices.
- Designed the UI, spearheaded the concept, and worked as a team with a short deadline.
- Javascript ES6, HTML, CSS, and Pure.css, GamespotAPI

EXPERIENCE

Infosys; Tempe, AZ

Jun 2021 – Present

Capital Group Companies; San Antonio, TX

Jan 2022 – Present

Appian Solutions Engineer (Jan 2022 - Present)

Developed software using the Appian technology to meet the legal standards of the CPRA.
I worked in a small team setting. Discussed requirements with business, and created a timeline for the development. Removed outdated features and refactored old code.
Adjusted web forms to dynamically display data more readily.
Adjusted interfaces to meet better design standards.
Designed SQL queries. Created, and maintained data structures.
Worked with the team in a hybrid agile workflow.
Utilized git/bitbucket version control software to push to the QA engineers for deployment.
Released the new version to Production.
Managed Okta Access with Access Central
Collaborated with Salesforce in creating an integration.
Designed a daily queued MFT.
Assisted in training a developer on Appian software.

Technical Support Associate (Jun 2021 - Jan 2022)

Learned many new technologies using in-house learning software.
Worked in teams to hone knowledge, and improve skills.
Managed my personal time taking courses on Java, Python, Typescript/Angular, AWS & Cloud computing, database management.

Pronexis; Springville, UT

Mar 2016 – Jul 2021

Data Analyst (Mar 2021 - Jun 2021)

Created daily, weekly, and monthly reports to monitor the KPIs of the call center.
Communicated with the coordinators, and development teams to help streamline the software.
Met daily with Call Center officers to discuss call center successes.
Aided in ease of use design.
Aided users with technical issues.
Used troubleshooting for physical, and soft phones including VCaaS, and Bria

Shift Coordinating Manager (Sep 2018 - Mar 2021)

Managed the call center staff.
Reported the success of the call center to superiors.
Assigned tasks to agents to improve the success of the call center.
Called clients, and customers to assist them with their needs.

Customer Service Representative (Mar 2016 - Sep 2018)

Called clients, and customers to assist them with their needs. Reported any issues to superiors.