# ANTHONY PALMOZE

51 Greenleaf Avenue
Medford, MA 02155
m: 617.639.7121
AScottPalmoze@gmail.com

## SOLUTIONS ENGINEER

*Results-driven software engineer with career-long record of operations, business development, and management success for leading organizations*

Proven talent for aligning business strategy and objectives with established technical development and systems management paradigms to achieve maximum operational impacts with minimum resource expenditures. Growth-focused team leader with expertise spanning software solutions, data analysis, customer service, cross-team coordination, problem solving, infrastructure development, performance assessment, digital marketing, and project management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as systems optimization and resource allocation expertise.

## PROFESSIONAL EXPERIENCE

SELF-EMPLOYED, MEDFORD, MA, MARCH 2020 – PRESENT
**MARKETING & SOFTWARE DEVELOPMENT**
- Build & design front end applications in HTML, CSS and JavaScript
- Conduct paid advertisements via Google AdWords, Facebook, Twitter and Instagram
- Apply Inbound Marketing Methodology through the customer journey
- Optimized functionality in company's current technology by proactively soliciting feedback from customers, developing new features to improve systems.
- Manage lead process through demand generation
- Perform Search Engine Optimization

SMARTBEAR, SOMERVILLE, MA, SEPTEMBER 2019 – FEBRUARY 2020
**SOLUTIONS ENGINEER**
- Guided the technical side of the sales process, qualifying prospective customer requirements and delivering strategically developed product demonstrations suited to the unique customer's needs.
- Collaborated with sales team to conduct demos for enterprise level and SAAS products, designing API specifications and orchestrating functional, automation, load, and performance testing.
- Created streamlined customer experiences by responding to and troubleshooting product questions from a broad range of customers, demonstrating attention to detail and flexibility in high-pressure situations.
- Optimized functionality in company's current technology by proactively soliciting feedback from customers, developing new features to improve systems.
- Provided webinars and blogs to educate team of software and systems updates.
- Performed technical discovery with prospects, successfully executing technical proof of concepts.
- Liaised with sales, marketing, and product teams to provide technical solutions and usability recommendations, improve performance and software functionality, and provide innovative marketing insights to promote business growth.

GENERAL ASSEMBLY, BOSTON, MA, DECEMBER 2018 – MARCH 2019
**SOFTWARE ENGINEER IN TRAINING**
- Crafted dynamic web applications, orchestrating individual project plans as well as collaborating in small teams.
- Identified front- and back-end issues, diagnosing problems to then execute appropriate solutions; responded to network requests swiftly and efficiently.
- Demonstrated excellent time management and product development skills, prioritizing multiple responsibilities within tight timelines to deliver final projects on schedule.
- Website portfolio and projects are viewable at: AnthonyPalmoze.com & Github.com/Palmoze5

FREELANCE, BOSTON, MA, AUGUST 2015 – SEPTEMBER 2018
**DIGITAL MARKETER**
- Strengthened follower retention through strategically placed paid advertisements on Facebook and Instagram, leveraging expert knowledge of social media platforms and audience outreach.
- Liaised with multiple stakeholders at once, prioritizing project timelines and collaborating with diverse partners.
- Assessed ongoing performance, gathering data and analyzing key statistics.
- Developed new partnerships to support business growth, integrating strategic forecasting and project management to ensure year over year profitability.

PHP AGENCY INC., CHICAGO, IL, JANUARY 2016 – JANUARY 2017
**SALES ASSOCIATE**
- Leveraged deep understanding of product, developing strong relationships with customers by tailoring product recommendations to their unique needs.
- Adeptly communicated with diverse stakeholders, streamlining collaborative efforts and client management.
- Coordinated efforts as member of sales team, leading individual projects while achieving team sales goals.
- Excelled in a fast-paced environment while gaining increasing responsibility and expanding client portfolio.

MOUNT SINAI REHABILITATION HOSPITAL OF ST. FRANCIS CARE, HARTFORD, CT, 2007 – 2017
**MENTAL HEALTH WORKER**
- Piloted client advocacy efforts with highest degree of integrity, establishing excellent rapport with clients and colleagues alike with consistent and clear communication abilities.
- Created ongoing solutions for clients and staff, addressing their day-to-day challenges in a dynamic environment and streamlining processes for assessment.
- Demonstrated deep understanding of client issues by developing effective solutions to manage ongoing challenges with empathy and results-base assessment.

UNITED STATES ARMY RESERVE, 2000 – MARCH 2008
**LOGISTICS PERSONNEL – RANK OF SPECIALIST/E4**
- Organized and guided convoy missions of 40 soldiers in Operations Iraqi/Enduring Freedom
- Led team projects while facilitating professional development among members, accustomed to assuming both a leadership and team player role.
- Executed adept problem solving, analytical, and troubleshooting skills to optimize operations and improve systems.
- Excelled in coordinating projects and communicating across departments in a chaotic and high-pressure environment.

## EDUCATION AND CREDENTIALS

SOFTWARE ENGINEERING IMMERSIVE (FULL STACK), MARCH 2019
*General Assembly, Boston, MA*

BACHELOR OF ARTS (B.A.) AND MASTER OF ARTS (M.A.) IN PSYCHOLOGY, MAY 2007 - MAY 2017
*Central Connecticut State University – Department of Psychological Sciences, New Britain, CT*

## AWARDS AND HONORS

*Armed Forces Services Medal with M Device (U.S. Army – January 2004); National Defense Service Medal*

## PROFESSIONAL AFFILIATIONS

*Startup Leadership Program, Harvard Toastmasters, Veterans Administration*

## VOLUNTEERISM

Venture café at Cambridge Innovation Center, 2017 – Present

Boston Cares, 2019 – Present

## ADDITIONAL INFORMATION

**Languages:**  English, Spanish

**Technical Proficiencies:** SwaggerHub, ReadyAPI (SoapUI, LoadUI, ServiceV), HTML5, CSS3, Javascript, Ruby on Rails, jQuery, AJAX, Bootstrap, PostGreSQL, MongoDB, Mongoose.js, Ember.js, Node.js, Express.js, Heroku, Git/Github, Advanced Microsoft Word, Excel, and PowerPoint

**Digital & Social Media:** SalesForce & Hubspot CRMs; Instagram, Facebook, Google, and Twitter Advertisements; WordPress; Inbound Marketing; Search Engine Optimization.

**Interests:** Avid world traveler, reader of 200+ books in non-fiction (personal development, entrepreneurship, business), Boston Sports Club Football player, Actor at Harvard Improv Incubator, Harvard Toastmasters, Code for Boston, Startups.