

JOSHUA PAUL

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SUMMARY

A purposeful software engineer with 4 years of experience with expertise in designing and developing software solutions with a strong understanding of software architecture and database design. I excel in thinking abstractly about problems, and have a knack for translating business requirements into technology solutions.

TECHNICAL SKILLS

Programming Languages:	PHP, JavaScript, TypeScript
Frameworks and Libraries:	Laravel, Codeigniter, NodeJs, VueJs, NuxtJs, Wordpress Core
Databases:	MySQL, PostgreSQL, MongoDB
DevOps:	Docker, AWS
Software Development Methodologies:	Agile, Scrum
Other Technical Competencies:	Git, RESTful APIs, Microservices, Data Structures and Algorithms, Object-Oriented Programming.

WORK EXPERIENCE

[Eden Life](#), Backend Engineer

April 2022 - Present

- Improved customer support experience by developing and deploying a new chat system architecture that ensured 100% retention of customer conversation data. The upgrade resulted in a 75% boost in user satisfaction through better conversation management.
- Implemented a centralized Issue Tracking System that enhanced customer satisfaction by 60% through timely resolution of complaints and software-related issues..
- Led the development of a Customer Payment Tracking System that provided the sales and finance teams with real-time financial insights on customer payments, renewals, and cancellations, leading to a 50% improvement in decision making and financial planning.
- Collaborated with the product team to understand business requirements and produce architectural engineering documents, resulting in successful implementation of new features and improved work flow efficiency.

Tech Stack: PHP/Laravel, MySQL, Javascript, Forge, Github, GCP, Redis, Sentry

[Alumunite](#), Backend Engineer

March 2021 - June 2022

- Developed and implemented a backend system to streamline content management processes, reducing administrative overhead by 50% and improving overall website performance.
- Designed and implemented a database architecture that improved website reliability and decreased response time, resulting in an overall increase in user satisfaction.
- Spearheaded the development of API integration, enabling the application to integrate with external services, enhancing functionality and providing users with an unparalleled experience.

Tech Stack: PHP, Wordpress Core, GraphQL, Javascript, NodeJs, VueJs, Jira, MySQL, Docker

- Improved system performance by 25% through a comprehensive system cleanup addressing vulnerabilities and security issues.
- Built the architecture for the company backend applications, incorporating application design patterns and robust database and server infrastructures.
- Developed a scalable backend API with multiple microservices to support both web and mobile client applications.
- Collaborated with mobile application developers to integrate our microservices into company applications.

Tech Stack: PHP / Laravel, Javascript, Vuejs, Bitbucket, Docker, AWS, Git, Jira, Slack.

- Developed and launched 20+ successful web applications for small businesses, resulting in an 85% follow-up project rate.
- Collaborated with stakeholders to identify optimal areas for automation, delivering customized APIs that met their unique requirements and constraints, resulting in improved business operations.
- Ensured reliability, security, and ease of use for APIs through comprehensive testing and documentation.

Tech Stack: PHP / Laravel, Wordpress Core, Javascript, Vuejs, Github, Docker, Git, Asana.

EDUCATION

- Led and managed team members in the department, overseeing their work and ensuring the department's goals were met
- Facilitated communication between faculty, staff, and students in the department, addressing their concerns and providing guidance.

PERSONAL PROJECTS

[Multiple Payment Gateway](#)

- Co-led the development of a Laravel package, simplifying the integration of multiple payment gateways into Laravel applications for developers.
- Implemented a flexible solution for managing webhooks using a service-oriented approach, capable of handling webhooks from any payment gateway.

[Laravel Terminal Africa](#)

- Developed a robust Laravel Package for Terminal Africa, simplifying the process of shipping and receiving products for African customers.