

JOSHUA DEAN

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Education

Software Engineering | Brigham Young University - Idaho | Idaho
Workings towards Software Design Certificate

Expected 2023 - 2023

- Relevant Courses: Web Frontend Development I, Designing Data Structures, Encapsulation Design, Applied Programming, Programming with Data Structures, Programming with Classes, Software Lifecycle Models, Requirement Elicitation, Algorithm Design, Modularization Design, Programming with Functions, Intro to Databases, C Language, C++ Language, Javascript Language, Intro to Cybersecurity
- Developed a functional web app using Django in a group as a semester project. The project involved developing a sqlite database to store images and information about pieces of artwork around campus, creating web pages with html and javascript, and writing code to get data from database to web pages

Work Experience

Assistant Operations Supervisor | *IT Service Desk BYU-Idaho* | Rexburg, Idaho

July 2022 - Present

- Led operations processing team by supervising workflow, developing an extensive training program, and conducting biweekly performance reviews
- Managed day to day operations of a team consisting of 20+ employees by assisting the Operations Supervisor to review employee performance, measure customer satisfaction, plan regular trainings, and conduct hiring interviews

Shift Supervisor | *IT Service Desk Byu-Idaho* | Rexburg | Idaho

July 2021 - July 2022

- Collaborated with IT Service Desk Management to evaluate and improve existing department policy and procedures to ensure 5 star quality customer service in every interaction
- Evaluated team member performance regularly and directly communicate individual specific feedback
- Interviewed individual team members and assisted in creating actionable goals aimed at maintaining an above average customer communication score of 90+ based on tickets/chats/phone calls

IT Service Desk Analyst | *BYU-Idaho* | Rexburg | Idaho

February 2021 - July 2021

- Demonstrated strong communication skills by providing simple explanations of complex IT Solutions to customers without an IT background and maintaining average customer quality survey score of 4/5
- Demonstrated knowledge of and adherence to department policy by following standard phone call, chat, and ticket creation procedure by having an employee score of over 90/100 throughout entirety of employment

Full-Time Volunteer | *The Church of Jesus Christ of Latter-day Saints* | Kingston, Jamaica

December 2013 - December 2015

- Elevated individual volunteer performance through organizing and training efforts in group settings
- Organized and documented reports on volunteer efforts of dozens of missionary pairs

Objective

Software engineering student looking for a position as an intern Software Developer or Web Developer. Intent on applying fundamental knowledge of languages such as Python, SQL, and C++, HTML, CSS, JS to large scale development projects. Willing to be mentored and instructed by professionals in the Software and Web Development fields to improve upon needed skills in field

Skills

- Verbal and written communication skills
- Team leadership and trainingskills
- Fundamental knowledge of Data Structures, OOP, and Algorithms
- Understanding of uses and applications of common Algorithms
- Understanding of Data Flow Diagrams, Structure Charts, Flow Charts, and Class Diagrams
- Knowledge of C++, Python, SQL, Kotlin and C# fundamentals
- Capable of web development using Django, HTML, CSS, and JS

Projects

- Current Projects: Personal website - projects and resume page. And a wordpress developed blog and ecommerce shop. The Personal website is a project and resume site hosted using github pages. It is an opportunity to hone basic HTML, CSS, and JS skills while showcasing projects and resumes to potential employers and collaborators. The wordpress project is a request and an opportunity to learn a well documented and popular web development method while learning to develop to customer specifications
- Other Personal Projects: IT Quality Assurance grade report website, Blog website w/ Django, Simple Godot Game, Augmented image test in Android studio, and a choice based adventure played in terminal coded with Golang