

# Joseph Giuffrida Jr.

[giuffridajoe.github.io](http://giuffridajoe.github.io)

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Enthusiastic Software Developer with 9 years of Support and Software Development in a larger organization and a small startup environment. Increased RevSpring messaging throughput 150% overnight by contributing to the research, design, and implementation of sustainable and scalable concurrency improvements to the database.

## **RevSpring (formerly Talksoft), Hamilton NJ**

**1/16 to Present**

*RevSpring is a technology company using various means of communication to facilitate patient engagement from messaging to payments in healthcare organizations.*

*Talksoft is an appointment reminder company specializing in purposeful messaging designed to serve the ambulatory healthcare market and their needs. Talksoft was a [KLAS Category Leader for Patient Outreach in 2017](#)*

Software Engineer – 1/18 to Present

- Expand functionality to messaging platform using Java, MySQL, and Spring with Hibernate ORM
- Maintain and extend RESTful APIs to messaging platform, 3<sup>rd</sup> party interfaces, and internal PHP GUI
- Establish new platform integrations with partners by gathering essentials and writing Java ETL programs
- Use Linux Docker containers with Git version control, Jenkins for CI/CD and Splunk log forwarding
- Counsel peers on good programming practices, domain knowledge and bolster in-house documentation

Programmer Analyst – 1/16 to 1/18

- Provided 2<sup>nd</sup> level support by writing MySQL queries, Java platform research and live technical support
- Aided Sales staff in platform integration client talks and Support staff with talks on custom client requests
- Improved various internal processes by suggesting and applying enhancements to a PHP GUI
- Monitored and added to alerting suite by writing Linux shell scripts and surfacing run time exceptions
- Contributed to in-house documentation, organized and conducted training on new system features
- Liaised with Developer staff on open Support tickets and Support staff on downtime and new features

## **PAREXEL International, East Windsor NJ**

**1/10 to 12/15**

*PAREXEL is a multinational contract research organization providing clinical trial development and consulting for biopharmaceutical companies in consumer healthcare*

Software Engineer – 7/11 to 12/15

Associate Software Engineer – 1/10 to 7/11

- Created ad-hoc programs using a proprietary Delphi based language using Oracle SQL database
- Provided technical support for 900+ clients as part of a 6-person U.S. support team
- Managed project integrations throughout the software development life cycle including QA, user acceptance testing and go-live preparations
- Implemented new training procedures and provided support for associate engineers through peer mentoring while on temporary assignment to Hyderabad, India (2/13 to 3/13)

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