Joshua Bell

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Professional Summary

Full-Stack web developer. Computer science engineer. Crypto and Blockchain enthusiast. I love working with bleeding-edge technology and helping decentralize web applications. I have extensive knowledge of all computer science disciplines. I also have a vast amount of experience dealing with customer service!

Employment history

Developer, Free Lancer. Asheville, North Carolina
Feb. 2022 – Present

Freelance programmer and IT specialist. Main focus on building amazing UI/UX using next-gen tech for demanding clients.

Previous clients include non-profit organizations such as OurVoice NC, and private contractors. Related skills are as follows:

- Utilizing the latest web technologies, including React, Next.js, Tailwind CSS, Firebase, AWS, and more!
- Covering a vast range of IT/Networking disciplines
- Updating client knowledge and skills to keep up with rapid advancements in computer technology and security.
- Programming of low-level embedded computer systems.
- Providing technical support to designers, marketing and sales departments, suppliers, engineers, and other team members throughout product development and implementation processes.
- Testing and verifying hardware and support peripherals to ensure compliance with demanding specifications and requirements.
- Designing and developing computer hardware and support peripherals, including central processing units (CPUs), support logic, microprocessors, custom integrated circuits, and printers and disk drives.

IT Support Specialist, SCW Security. Asheville, Nc
2016 – 2022

Customer support technician. The main focus is to interact directly with end-users and deliver customer satisfaction.

Skills

Full Stack Web Developer

HTML

CSS

Javascript

Communication and Customer Service

Network Security

Web3/Blockchain

Database Management

- Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
- Provide user support by diagnosing network and device problems and implementing technical or procedural solutions.
- Resolve customer complaints regarding sales and service.
- Review damage reports, prepare or review repair cost estimates, and plan work to be performed.

Educational Finance Loan Agent, Sitel. Asheville, Nc
Jan. 2015 – Mar. 2016

Call center representative. Focus on taking customer applications for student loans and guiding them through the process.

- Prepare, examine, and analyze accounting records, financial statements, and other financial reports to determine eligibility for education loans.
- Assist students and/or their co-signer through loan processes.
- Being an intermediary between loanees, banks, and contract underwriters.
- Providing telecommunication correspondence for loanees throughout the loan process

Temporary Warehouse Specialist, Sunshine Employment. Asheville, NC
2008 – 2015

Temp-to-hire factory/warehouse work. Main duties are wide-ranging warehouse work including, Shipping & Receiving, Collation between departments, machine operations, industrial printing, packing, and QA.

- Operate equipment to verify operational efficiency.
- Operation of high-cost production equipment to meet production demands in a timely manner.
- Inspect, test, and adjust completed units to ensure that units meet specifications, tolerances, and customer order requirements.
- Measure parts to determine tolerances, using precision measuring instruments such as micrometers, calipers, and verniers.

🎓 Education

Asheville Buncombe Technical College, Asheville, North Carolina
GED, General Education with focus on computer science, 2006