Joseph Boria

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PROJECT EXPERIENCE

Grocery Budgeting Web App
A Web-based application for shoppers to upload and track grocery prices.
- Java, Spring Boot, MySQL, HTML, CSS
- Users can also create shopping lists and find stores with an integrated Google Maps API.
- https://github.com/jboria13/grocery-prices

WORK EXPERIENCE

Square Inc, St. Louis, MO
Disputes Resolution Specialist

April 2016 - PRESENT

- Provide phone and email support to merchants with disputes
- Gather information and challenge disputes within Regulator
- Maintain Service Cloud reports and dashboards for the disputes team
- Lead the phone quality review program for the disputes team

Equifax Workforce Solutions, St. Louis, MO
Manager, Solutions Support
January 2015 - April 2016

- Managed a team with 13 direct reports
- Updated team metrics used for measuring performance
- Forecast workload by using historical data
- Implemented a new ticketing process, which reduced wait time by 50%
- Work with other teams in the department to improve employee engagement
- Lead weekly team meetings to discuss technical issues and process improvement ideas

Equifax Workforce Solutions, St. Louis, MO
Assistant Manager, Unemployment Claims
August 2013 - December 2014

- Managed a team with 15 direct reports
- Analyzed call center performance metrics
- Documented call center processes
- Developed improved call flow for agents, which reduced call time by 7.5%

EDUCATION

Missouri State University, Springfield, MO —
Computer Information Systems and Entertainment Management
2004 - 2009

LaunchCode's LC101, St. Louis, MO —
2017

SKILLS

Programming Languages
Java
Python
HTML
CSS

Operating Systems
Mac OS/iOS
Windows

Software
Spring Boot
Flask
MySQL

CERTIFICATIONS

LEAN Green Belt
Certified in 2015