# Joseph Charland

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## Education:

**Community College of Allegheny County**                                                          **Pittsburgh, PA**
*Associates of Science*                                                                                    *Expected Spring 2022*
Major: Software Development                                                                              Major GPA: 4.0

**University of Pittsburgh, College of Business Administration**                          **Pittsburgh, PA**
*Bachelor of Science in Business Administration*                                                 *Received December 2019*
Dual Major: Supply Chain Management and Business Information Systems
Minor:  Economics

**Community College of Allegheny County**                                                          **Pittsburgh, PA**
*Associates of Science*                                                                                    *Received August 2018*
Dual Major: Business Management and General Studies
Mu Alpha Theta Math Honor's Society

## Relevant Coursework and Skills:

- Java, SQL, HTML, CSS, JavaScript, Visual Basic
- Object Oriented Programming in Java, Intro to Programming with Java, Database Management, Quantitative Methods, Lean Six Sigma, Technology Enabled Business Transformations, Project Management, IT in Supply Chains
- Lean Six Sigma Yellow Belt Certified

## Work Experience:

**PNC Bank**                                                                              **Pittsburgh, PA (Currently Remote)**
*Operations Excellence Rotational Development Program*                                   *August 2020 – Current*
- Led all project efforts to merge TIAA corporate relocation product with PNC, netting an increased income of $50,000 monthly
- Designed and developed the appraisal pipeline management team reducing average appraisal turn times by 37%
- Created reporting metrics for appraisal pipeline team, resulting in higher team efficiency and better end of year metrics

*Operations Process Improvement Temp – Contract*                                        *January 2020 – August 2020*
- Overhauled basic resolution steps for over 200 processes
- Assessed and reduced operational risk for main loan processing system impacting ~50,000 loans per year
- Built Standard Comments tool that increased visibility daily on loans averaging $17,000
- Developed requirements and trained Quality Control to insure correctness on high-risk items
- Managed and maintained daily reporting functions, leveraging skills in Excel and OBIEE

*Operational Excellence Intern – Retail Lending*                                          *May 2019 – August 2019*
- Led the redesign of mail processing to increase overall efficiency
- Analyzed and categorized 250+ risk events, resulting in a detailed report on operational risks incurred
- Provided insights into company performance to upper management by querying, processing, and cleaning data
- Collaborated with colleagues to deliver research findings regarding workplace engagement to upper management