

Joseph Charland

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<https://joecharland.dev>

Education:

Community College of Allegheny County

Associates of Science

Major: Software Development

Pittsburgh, PA

Expected Spring 2022

Major GPA: 4.0

University of Pittsburgh, College of Business Administration

Bachelor of Science in Business Administration

Dual Major: Supply Chain Management and Business Information Systems

Minor: Economics

Pittsburgh, PA

Received December 2019

Community College of Allegheny County

Associates of Science

Dual Major: Business Management and General Studies

Mu Alpha Theta Math Honor's Society

Pittsburgh, PA

Received August 2018

Relevant Coursework and Skills:

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- Java, SQL, HTML, CSS, JavaScript, Visual Basic, JIRA
 - 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 Rotation – Product Management – Small Business Lending

November 2021 – Current

- Collaborated on an agile development team to create an enterprise level user interface application
- Gathered data requirements needed to effectively deliver key features
- Designed mockups for features such as inline data validation and notification systems
- Created JIRA stories to communicate necessary development work in order to produce client's requests
- Completed a competitive analysis of our products and delivered to workstream leadership
- Participated in Agile team functions, such as sprint planning and standups

Operations Excellence Rotation – Change Management – Mortgage

August 2020 – November 2021

- 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

Operations 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