Joshua M. Alm
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(651) 325-6365
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Experience

DecoPac, Inc. Anoka, MN   **02/14 – 02/21**

<u>Customer Technology Solutions Analyst</u> -   01/20 – 02/21
- Create Jira tickets for Cakes.com rebuild project
- Troubleshoot e-commerce applications
- Work with customers to set up and deploy e-commerce solutions
- Reconcile Helpdesk tickets

<u>Website Content Specialist</u> -   04/17 – 01/20
- DecoPac.com / Cakes.com / PhotoCake Application
- Building/Updating static landing pages / Blog posts
- Controlling Lists for Navigation

<u>PhotoCake Technician Level 2</u> -   02/14 – 04/17
- Coaching Level 1 Techs
- Managing PhotoCake System Inventory
- Troubleshooting hardware
- Creating standardized process for troubleshooting

Education

University of Minnesota Coding Bootcamp / <u>Full Stack Web Developer</u>   **Mar 2021 – May 2021**

- HTML
- CSS
- JavaScript
- API's
- Node.js

- Express
- MySQL
- MVC
- NoSQL / MongoDB
- React

Tartan High School, Oakdale, MN   **1998**

Professional Development

- Jira Project tracking
- Helpdesk ticketing systems
- Microsoft Office

- IQMS
- 5S Training & Certification
- 15+ Years Forklift Experience