Joshua M. Alm
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Experience

University of Minnesota Coding Bootcamp

Full Stack Web Developer (Mar 2021 – May 2021)

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

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

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

Customer Technology Solutions Analyst - 01/20 – 02/21
- Working with Customers (internal and external)
  - To understand needs
- Create Jira tickets for Cakes.com rebuild project
  - Be the voice of the customer
- Troubleshoot e-commerce applications
- Maintain list of Demo units
- Work with customers to set up and deploy e-commerce solutions
- Reconcile Helpdesk tickets

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

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

Education

Tartan High School, Oakdale, MN   1998

Professional Development

- Jira Project tracking
- Helpdesk ticketing systems
- Microsoft Office

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