JOSH GALLANT

jmgallant301@gmail.com ❖ (781) 974 - 2717 ❖ New York, NY
www.linkedin.com/in/joshua-gallant/

SUMMARY

Accomplished and Highly Qualified Solutions Architect offering a proven record of success leading all phases of diverse technology projects paired with a successful track record of providing the overall technical direction and analytical guidance needed to solve highly complex technical issues. Adept at overseeing all facets of project lifecycle, including business-to-technical requirements gathering, design and planning, implementation, quality assurance, and on-going maintenance.

CAREER SKILLS

- Technical Project Management
- SQL and Data Migration
- REST APIs / Postman
- Technical Documentation Writing

- Jira and Zendesk Management
- Point-of-Sale Software
- Data Analysis
- Ecommerce Software (Shopify, ATG, SFCC, BigCommerce)

- Various Programming Languages including Python and HTML
- Microsoft Office
- Browser Debugging Tools

EDUCATION

Boston University – Online Program – M.S. in Computer Information Systems – Fall 2022
Coursework: Information Structures with Python, Agile Software Development

University of Massachusetts Amherst – Amherst, MA – B.S. in Electrical Engineering – May 2017
Coursework: Senior Design Project, Computer Networks, Data Structures, Feedback Control Systems
Profession Organizations: Vice-Chair of IEEE, VP of HackUMass Hackathon

CAREER OVERVIEW

Solutions Consultant   2019 – Present
Ordergroove   New York, NY

- Guiding technical clients on leverage Ordergroove's technology and configurations to integration with their eCommerce platforms successfully.
- Managing projects with clients to translate business requirements into technical requirements for development teams including project plans, technical documents, SOW's, and development tickets.
- Working with key stakeholders to perform end-to-end QA and UAT to ensure a high-quality launch, troubleshooting and debugging where necessary.
- Navigating complex technical problems with various constraints to support the clients' wide array of business requirements.
- Explaining technology and tools to stakeholders of various different technical backgrounds in ways they can understand.
- Ensuring client feedback and technology gaps are properly communicated to the product team to influence roadmap.

Enterprise Technology Consultant   2017 – 2019
Paytronix Systems Inc.   Newton, MA

- Managed clients' loyalty/gift/comp programs by translating marketing requirements into technical solutions.
- Developed expertise in several Point of Sale systems and their integration with the Paytronix system to effectively troubleshoot and develop programs that met the client's business requirements.
- Managed projects with multiple partners to integrate their point-of-sale, mobile apps, and website to the Paytronix system; support new and existing API integrations.
- Presented to clients in-person to review an analysis of their program and provide recommendations.
- Lead the mentorship program of new Technology Consultants ensuring they are successful with their onboarding.
- Wrote technical knowledge-based articles, installation guides, and training materials for ranging skill levels.