

JOSEPH BALLOW

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EDUCATION

B.A. in Computer Science, Boston University

January 2014

EMPLOYMENT

Lead Software Developer, athenahealth

2019 - Current

- Stood up production microservice on AWS, allowing rapid iteration on alpha of new workflow.
- Enforced test coverage and coding standards in CI/CD pipeline, improving code quality and maintainability.

Senior Software Developer, athenahealth

2017 - 2019

- Designed and built a messaging system to securely and automatically share sensitive files with clients, reducing manual workload for account managers.
- Led team as scrum master during reorganization, allowing team to regain steady feature output without introducing any high severity bugs.
- Managed a new intern team to create proof of concept microservice, implementing electronic signatures.
- Served as development point of contact for strategic clients on multiple projects, balancing client expectations with realistic deliverables.

Software Developer, athenahealth

2015 - 2017

- Implemented and documented components in internal pattern library, facilitating fast UI development with consistent user experience.
- Tuned legacy SQL queries used by messaging system, improving performance while adding new message targeting capabilities.
- Integrated third party survey product to measure NPS, replacing manual outreach by employees.

Desktop Support Specialist, Boston University IS&T

2011 - 2015

- Created standardized images for computer lab deployment, enabling automated setup from remote server to reduce reimaging time and eliminate misconfigurations.
- Published external facing documentation, assisting students and faculty effectively utilize lab resources.

Head Sailing Instructor, Namequoit Sailing Association

Summers 2005 - 2012

SKILLS

Programming: Perl, Java (Spring), and Python applications including electronic medical records, medical billing, data processing, data visualization, and networking. SQL and NoSQL databases. Deployment of microservices to AWS.

Web Development: JavaScript, React, HTML, and CSS web applications at enterprise scale. Design and implementation of accessible and responsive websites.

Leadership: Building strong teams by playing to strengths of all members. Taking responsibility for the team and results while removing impediments. Reliable decision making under pressure.

Communication: Clear communication with stakeholders. Effective translation between technical and non-technical personal. Representing team to stakeholders and senior leadership.

Documentation: Accurate and concise documentation targeting specific audiences.

Scripting: Scripts used to automate setup, process data, and automate recurring tasks.

Networking: Understanding of core network technologies, protocols, and security.

Hardware: Interfacing hardware to software with micro-controllers. Work with low voltage electrical systems.

OTHER EXPERIENCE AND CERTIFICATIONS

Chair of Technology Committee - Watertown Yacht Club: Manage and maintain the technology resources for the club from the website to onsite technology.

US Sailing - Small Boat Level 1 Instructor, Level 2 Coach: Combined 60 hours of training in teaching methodology, coaching techniques, program planning, risk management, and effective communication.