Joel John

Portfolio: joeljohn159.com/
Github: https://github.com/joeljohn159

Email: joeljohn159@gmail.com
Mobile: +1 469-750-8133
LinkedIn: linkedin.com/joel

EDUCATION

- **University of North Texas** — Denton, USA
  Master of Science - Computer Science: GPA: 4 — *Aug 2024 - Dec 2026*
  Courses: *Analysis Of Algorithms,Networking, Databases*

- **Reva University** — Bangalore, India
  Bachelor of Technology in Electronics and Communication Engineering GPA: 3.79 — *July 2018 - June 2022*
  Courses: *Operating Systems, Data Structures, Programming languages, Cloud Computing, Databases*

SKILLS SUMMARY

- **Languages & Frameworks**: ReactJS, Node.js, Express.js, JavaScript, Python, SQL, TailwindCSS
- **Databases & Tools**: MySQL, MongoDB, SQLite, Git/Github, JIRA, ServiceNow, Datadog, Splunk
- **Platforms**: Windows, macOS, AWS Fundamentals
- **Soft Skills**: Client-Facing skills, Continuous Learning, Time Management

EXPERIENCE

- **University of North Texas** — Denton, USA
  Technical Support (Part-time) — *Oct 2024 - Present*
  - **Provided Tier 1 IT Support & Troubleshooting**: Delivered technical assistance to staff and administrators, including troubleshooting issues with printers, Wi-Fi, Microsoft 365, Cisco VPN, studio equipment, and various input devices, ensuring minimal disruption to workflows.
  - **Endpoint Management & Deployment** : Led the imaging and configuration of iMacs, iPads, MacBooks, PCs and laptops for the use of staff and patrons. Managed software updates, system maintenance, and migration of devices to new servers, ensuring compliance with organizational standards.
  - **Ticketing, Communication & SLA Management**: Utilized ServiceNow to track and resolve support tickets within defined SLAs. Managed daily communication (40+ emails) with faculty and staff to schedule support, offer technical solutions, and address hardware/software issues, while maintaining professionalism and a high level of customer service.

- **DXC Technology** — Remote
  Analyst II Software Engineer (Full-time) — *Jan 2023 - July 2024*
  - Delivered comprehensive client support while working with development teams to enhance web applications.
  - Regularly configured and deployed new releases for multiple applications using Bamboo and integrating the latest updates systematically into production environments.
  - Designed and implemented Datadog monitoring solutions with custom monitors for various applications & configured Slack integration for real-time notifications.
  - Enhanced web application performance by collaborating with the team, achieving a 15% improvement in page load times and a 20% reduction in server response times.

PROJECTS

- **TCP/IP Messaging Server Simulator (Python, Networking, Multithreading)**: Developed a messaging server simulator using TCP/IP sockets for inter-node communication. Implemented client-server architecture with node objects that connect to a server via the local host TCP/IP interface. Tech: Python, Sockets, TCP/IP, Multithreading, OS Module. (September '24)

- **EazyShop eCommerce:** : Developed an eCommerce web app for seamless product browsing, order management, and secure transactions. Implemented JWT-based user authentication, optimized performance with RTK Query, and used Redux Toolkit for consistent state management. Tech: ReactJS, ExpressJS Node.js, MongoDB, JWT, RTK Query, Redux Toolkit. (Mar '24 – May '24)

- **SMO T2 Alert Tracker (ReactJS, Spring Boot, MySQL)**: Developed a task tracking system to improve team efficiency by allowing individuals to monitor and manage their assigned tasks more effectively. The project streamlined alert tracking and task updates, reducing response time and enhancing team collaboration. Tech: ReactJS, Spring Boot, MySQL. (Oct '23 – Mar '24)

CERTIFICATIONS

- [MERN from Scratch eCommerce platform — Udemy](#) - Apr, 2024
- [AWS Certified Cloud Practitioner — Amazon](#) - Jan, 2024
- [JavaScript Essential Training — LinkedIn Learning](#) - Jan, 2023

PUBLICATIONS

- **Conference Paper: Wi-Fi Controlled Smart Home Automation (IoT, Automation)**: IEEE International Conference on Data Science and Information System (ICDSIS), DOI: 10.1109/ICDSIS55133.2022.9915976, Hassan, India. (July '22)