



# JOSEPH SPANN

## FULL STACK DEVELOPER

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## PROFESSIONAL SUMMARY

Dynamic Lead Full Stack Developer with a proven track record at Global Tek Med, enhancing user satisfaction through robust API development and seamless front-end to back-end communication. Excelled in responsive web design using React and optimized cloud solutions on Azure, showcasing strong problem-solving skills and a commitment to excellence.

## EXPERIENCE

### Global Tek Med - Lead Full Stack Developer

Chula Vista • 07/2022 - Present

- Led a team of 4 developers to create 2 main applications and 3-5 microservices, resulting in a scalable system that improved application uptime by 99% while reducing server costs by 30%.
- Migrated a legacy application to React, improving page load times by 50%, enhancing user satisfaction, and increasing customer retention rates by 20%.
- Designed and implemented a robust API architecture, facilitating seamless communication between front-end and back-end systems, increasing data throughput by 40% and decreasing response time by 60%.
- Optimized website performance, improving traffic and conversions by 35% through efficient coding practices, database optimization, and caching strategies.
- Implemented continuous integration and delivery (CI/CD) processes, reducing time-to-market for new features by 40% and increasing deployment frequency by 25%.
- Enhanced user experience by building responsive web applications with JavaScript, HTML5, and CSS3, leading to a 25% decrease in bounce rates and a 15% increase in user engagement.
- Managed source control using Git and Azure, enforcing branching/merging strategies that reduced code conflicts by 70%, improving team productivity.
- Spearheaded the full redesign of an existing website, resulting in a 40% improvement in navigation, a 20% increase in user time spent on the site, and a 30% boost in search engine rankings.
- Architected cloud-based solutions with Azure, improving scalability

## EDUCATION

### UC San Diego Extension

San Diego • 03/2022

### **Full Stack Development Bootcamp**

**in Web Development:** Web Development

### Grossmont College

San Diego • 05/2021

### **Associate's Degree in Computer Science and Mathematics:**

Computer Science

## SKILLS

- Web Technologies: React, jQuery, Bootstrap, Tailwind, Node.js, Express.js, GraphQL, JSON, Heroku, Stripe, RESTful APIs
- Django framework/ MVC pattern
- Object-Oriented Programming
- API Design and Development
- Programming Languages: Java, Javascript, Python, C++
- Databases: MongoDB, MySQL, PostgreSQL
- Frontend, Backend and API Development
- Azure Platform

by 45%, reducing disaster recovery time by 60%, and lowering infrastructure costs by 35%.

- Defined and translated complex user requirements into clear project designs and development plans, delivering projects 15% ahead of schedule and within budget/designs and implementation plans.

### **Microsoft WebXT - Customer Service/Work Station IT/ IT Consultant**

*San Diego • 10/2021 - 07/2022*

- Led the transition from G-Suite to Microsoft systems for 35 employees, ensuring a 100% migration success rate and reducing downtime to less than 2 hours during the process.
- Managed access and permissions for over 35 employees within the production stack, reducing security breaches by 30% and ensuring compliance with company policies.
- Supported IT department in rolling out new technology and performing maintenance, reducing system downtime by 20% and increasing overall team efficiency by 25%.
- Managed a team of 15-20 employees in customer support, improving response times by 40% and increasing customer satisfaction scores by 15%.
- Designed, documented, and implemented a range of IT systems, including networks, software applications, hardware, and security protocols, resulting in a 35% improvement in operational efficiency and a 25% reduction in system errors.
- Developed and maintained client relationships by providing ongoing IT support, resulting in a 20% increase in customer retention and a 10% boost in positive client feedback.

### **Takelessons.com - Customer Service/Work Station IT**

*San Diego • 08/2012 - 10/2021*

- Developed strong client relationships, exceeding service standard goals by 20% and increasing customer retention by 15%.
- Consistently met customer call guidelines, effectively resolving 95% of customer requests on the first call, leading to a 10% increase in overall customer satisfaction.
- Proactively maintained customer satisfaction, resolving concerns within 24 hours, resulting in a 25% reduction in escalation cases.
- Exhibited professionalism and high energy in over 200 client interactions per month, contributing to a 12% boost in positive client feedback.
- Delivered efficient and courteous service, maintaining a 98% customer satisfaction rating across all interactions.
- Leveraged social media and communication platforms to engage with customers, improving response times by 30% and increasing online engagement by 20%.
- Focused on continuous learning and staying updated with industry

trends, leading to a 15% improvement in personal performance and skill development.

## **WEBSITE, PORTFOLIO AND PROFILES**

[www.linkedin.com/in/joseph-spann-12a684140](https://www.linkedin.com/in/joseph-spann-12a684140)

<https://github.com/joespanngtmit>

<https://github.com/jpspann91>

<https://jpspann91.github.io/React-Portfolio/>