Joseph Zoland

415.562.7260 | joeyzoland@gmail.com | San Francisco, CA

LinkedIn: linkedin.com/in/josephzoland   **GitHub:** github.com/joeyzoland   **Portfolio:** joeyzoland.github.io

TECHNICAL SKILLS

- **Proficient:** JavaScript, AngularJS, Node.js, Express, Python, Django, Flask, Swift, MongoDB, SQLite, HTML5, CSS3, jQuery, Socket.IO, Git, SPSS, Agile Development, Datadog, Jira, Looker, Mixpanel
- **Exposure:** ReactJS, MySQL, AWS, Core Data, SpriteKit, Pandas, NumPy, Unity, C#, Java, Ruby

WORK EXPERIENCE

Keeptruckin | Senior Software Support Engineer | San Francisco, CA   Oct 2019 - Current
- Trained and remotely manages 2 direct reports in handling an ever-increasing load of software issues, currently at the count of 1800+ Jira tickets, using Slack, Google Hangouts, and Gmail.
- Wrote 5+ pages of detailed documentation on Confluence, spearheading an initiative to determine operational standards and practices as the manager of the Software Support Engineering team.
- Personally delivers white-glove service and investigates software issues with the KeepTruckin CTO for one of the 3 biggest clients, leading internal discussions and participating in client calls via Hangouts.
- Created Google Slides presentations for 2 quarterly business reviews with a Keeptruckin VP.

Keeptruckin | Software Support Engineer | San Francisco, CA   Dec 2018 - Sep 2019
- Created an internal tool using Python, Looker, and SQL to diagnose vehicle fault codes and aggregate their data, reducing time cost from a linear procedure to that of a constant.
- Investigated 800+ Jira software tickets using internal tools as well as Looker, Mixpanel, and Datadog.
- Mediated top-tier support requests between Support teams and 3+ external teams via Jira, Gmail, and Google Hangouts as the company's first and, at the time, only Software Support Engineer.
- Managed 10+ technical and personal interviews using Greenhouse, Lever, and Google Hangouts to find new Software Support Engineers for the team, testing SQL, scripting, communication, and team fit.

Valley Medical Center Foundation | Software Engineer | San Jose, CA   Aug 2017 - Nov 2018
- Reengineered backend and frontend features using JavaScript, Node.js, Express, EJS, MongoDB, and jQuery, increasing allowed concurrent amount of annual auction data by 1100%.
- Acted as interim Scrum master using Agile to guide adherence to Scrum best practices during standups and quelling tensions during group development sessions, attaining 100% satisfaction.
- Migrated product from ReactJS to EJS utilizing AJAX, HTTP Request/Response, Node.js MongoDB, Socket.IO, and Express-session, resulting in over 10X faster development speed.

Socratic Technologies | Research Associate / Project Director | San Francisco, CA Mar 2015 - Dec 2016
- Spearheaded company's movement from Statistical Package for Social Sciences (SPSS) to Python Pandas library, teaching 3 teammates, saving company $30,000+ in annual SPSS licensing fees.
- Achieved promotional advancement from Research Associate to Project Director by coordinating internal operations and data reporting for 10+ projects using SPSS, Python, and Pandas.
- Managed high-profile survey for 2 months as the Lead Research Associate, using Excel to manage the 300+ item change log and SPSS to write 2200+ lines of syntax, for $1+ million dollar contract.

EDUCATION

M.A. Psychology, *San Jose State University*   Dec 2013
- MA Thesis: "Attention Restoration Theory in Gaming as it Pertains to Subsequent Academic Learning".
- Relevant Coursework: Multivariate Statistics, Psychometrics, and Advanced Statistics.

B.A. Psychology w/ Philosophy Minor, *San Jose State University*

May 2011

AWARDS

Hackathon 2nd Place, *Coding Dojo*   2017