

Joseph Laucella

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EDUCATION

Indiana University, Bloomington IN

May 2021

Bachelor of Science in Informatics

Cognate: Human-centered Computing

Cumulative GPA: 3.50/4.00, Major GPA: 3.78/4.00; Dean's List Fall 2020 & Spring 2021

TECHNICAL SKILLS

Programming: Java, Python, Visual Basic, MUMPS

Platforms: Microsoft Windows, Linux/Unix, Mac OS

Web Development: HTML, CSS, Javascript, SQL, PHP

Miscellaneous: Adobe Photoshop, Adobe InDesign, Microsoft Excel, Microsoft Word

EXPERIENCE

Epic Systems, Verona, WI

June 2021-November 2021

Technical Solutions Engineer- Tapestry

- Worked with healthcare IT analysts to ensure customer success and satisfaction.
- Coordinated with multiple coworkers to handle larger problems.
- Helped insurance customers improve a variety of metrics including auto-adjudication rate and turnaround time.
- Used a variety of problem-solving techniques to tackle complex issues.

The Hannah Center, Bloomington, IN

October 2018-January 2020

IT and Administrative Assistant

- Managed and edited the company website using Wordpress.
- Tracked donations using excel spreadsheets and online software.
- Designed web pages, images, and pamphlets for events.
- Created monthly financial reports in excel for board meetings.
- Fixed malfunctioning company devices such as computers and printers.

Indiana University, Bloomington, IN

January 2018 - May 2018

Undergraduate Mentor- i101

- Worked alongside other instructors to teach new students web design basics.
- Helped struggling students build their problem-solving technique by asking leading questions rather than solving their problems directly.