Joseph Laucella

6710 Bear Creek Drive, Apt. 1222, Indianapolis IN, 46254

joelau7@gmail.com | (812) 558-8651

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

WORK EXPERIENCE

Epic Systems, Verona, WI   June 2021-December 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.
- Operated soundboard and slides during fundraising events.
- Created monthly financial reports in excel for board meetings.
- Fixed malfunctioning company devices such as computers and printers.

Kroger, Bloomington, IN   May 2018 - August 2018

Produce Clerk

- Greeted and assisted customers.
- Ensured that produce is kept fresh and appetizing.