

Joseph Yang

Client Specialist • Software Developer

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----- PROFESSIONAL SUMMARY -----

Computer Science graduate with a **Bachelor of Science** from the University of Wisconsin–Whitewater with a GPA of 3.7. Demonstrated expertise in software development, project management, and technical problem-solving through roles such as **Undergraduate Software Developer** and current position as a **Client Specialist** at TDS Telecom. Proficient in Python, Java, Unity, and various other programming languages, with a minor in Media Arts and Game Design.

----- AREAS OF EXPERTISE -----

PROFESSIONAL SKILLS Problem Solving | Software Development | Scripting Languages | Development Methodologies | Version Control | Object-Oriented Design | Skilled Collaborator | Solutions-oriented Professional | Committed High Achiever | Rapid and Adaptive | Effective Cross-functional Communicator | Customer Relations | Business-to-business Customer Relations | Data Entry | Web Design

TECHNICAL SKILLS Git | Python | C# | Unity | SQL | HTML | CSS | Javascript | Java | Linux | PHP | Visual Studio | Visual Studio Code | Github

----- PROFESSIONAL EXPERIENCE -----

Client Specialist, TDS Telecom | Watertown, WI

October 2023 - Current

Hired by a utility service-providing incorporation to establish and enhance services provided to clients by utilizing best-practice negotiation techniques, giving adequate disclosure of services, and contributing to long-term client relations.

- **Document client information and technical issues** regarding the client's situation to support the quality of current services and the development of new services.
- Respond to important and/or urgent client and internal team inquiries regarding utility services via telephone communications or written internet-based email.
- Utilize best-practice negotiation techniques to **communicate with clients and modify client orders** using Siebel.

Undergraduate Software Developer, UW-Whitewater | Whitewater, WI

April 2022 - May 2023

Recruited by an AI research leading professor to contribute to the development and enhancement of an AI model while working alongside experienced mentors and gaining exposure to professional software development methodologies.

- **Created efficient and concise Python scripts** from a Tello drone library to test the full capabilities and functions of both the standard Tello drone model and the EDU Tello drone model.
- **Restructured the majority of the Python codebase** in charge of running the AI model and rearranged the object hierarchy and implementation to increase overall development efficiency and progress.
- Collaborated with the product manager to **create a new rule for the AI model** using technical specifications that were gained from the client.

Peer Tutor, MATC | Fort Atkinson, WI

January 2019 - February 2021

Hired by Madison Area Technical College to collaborate with peers and assist with understanding course content and troubleshooting technical issues using up-to-date knowledge of course content and subject matter.

- **Collaborated with peers one-on-one** to help clarify difficult concepts that they may be struggling with by using various methods of explanations, examples, and/or analogies to ensure a clear understanding of course material.
- Advised best-practice study strategies, time management techniques, note-taking methods, and other approaches to **promote healthy learning habits and practices for academic success**
- **Promoted a healthy working environment** beyond the academic setting and built confidence through positive reinforcement, encouragement, and celebrating small achievements.

----- EDUCATION -----

Bachelor of Science, Major: Computer Science, GPA: 3.7, University of Wisconsin-Whitewater, *Whitewater, WI*

Minor: Media Arts and Game Design

Associate of Arts, Liberal Arts, GPA: 3.5, Madison Area Technical College, *Madison, WI*

----- PROJECTS -----

MiniPutt, MAGD 487 MAGD Capstone-Portfolio | Whitewater, WI

March 2023 - May 2023

Co-led the development and implementation of key concepts and UX/UX elements resulting in a highly stylized game application that can be downloaded and played on PC.

- **Created grounds for the project to be developed and built upon** using GitHub and Unity Integration, which resulted in quick and easy modifications to the codebase and/or game assets via Visual Studio.
- **Communicated across multiple disciplines**, such as 2D artists and music composers, to create assets that fit along the product guidelines and vision.
- Collaborated with the co-founder to **create and modify the project roadmap** and task delegation to avoid redundant work and increase overall efficiency and performance.

Boat Tracker, COMPSCI 476 Software Engineering | Whitewater, WI

November 2022 - December 2022

Instrumental in the design/layout of the website experience, collaborated with team members to ensure a user-friendly interface, and identified the user core loop, which contributed to the ease of product management via task delegation.

- **Shaped the design and layout of the website** and demonstrated skill in implementing design elements that aligned with the desired product roadmap and ultimately enhanced the overall user experience on the platform.
- **Collaborated with peers to resolve technological issues** regarding Visual Studio and Git, which resulted in **increased efficiency** and allowed easier modification of the product software code.

Capturing User Intent, UW-Whitewater | Whitewater, WI

May 2022 - September 2022

Led a team of three undergraduate software developers during the summer to develop, expand, and refactor the Python codebase of a rule-based artificial intelligence model and user interface.

- **Held internal meetings** with team members and the product manager to discuss current progress on tasks, recurring technical issues/complications, and plans regarding task completion for the next sprint.
- **Refactored the entire Python codebase**, restructured object hierarchy/inheritance, and documented changes to increase overall readability, efficiency, and ease of modifications to the Python codebase.
- **Reviewed code of team members** to ensure software quality by uncovering potential bugs, improving code maintainability, and enforcing coding standards.

----- ADDITIONAL INFORMATION -----

Github: <https://github.com/josephcyang4459>

LinkedIn: <https://www.linkedin.com/in/joseph-yang-t342/>

Portfolio: <https://josephcyang4459.github.io>