

# Joseph Wojtowicz

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## EXPERIENCE

Autobooks | Detroit, Michigan

Quality Assurance Engineer, March 2021 - December 2022

- Implemented validation scripts for a team focused on integrating banking cores with the Autobooks application. Focused primarily on UI issues and identifying bugs within our database and backend processes. Validated payment settlements and transactions in our accounting suite
- Collaborated on building test suites with QA, development, and product teams to integrate/onboard the following blue chip clients: FIS, Banno, NCR, Alkami
- Regression testing throughout our SDLC, using Agile methodologies to communicate bugs and issues with the development team, as well as maintaining comprehensive documentation through Confluence
- Analyzed our SQL server architecture/queries, writing tests to better understand and validate payment processing, transaction and financial data
- Coordinated with our implementations team and FI partners in order to test API requests and determine data is passed correctly and backend calls are functioning as expected

Seva | Detroit, Michigan

Lead Server, September 2012 - December 2020

- Trained new employees by teaching them the fundamentals of our POS system, discrepancies within the menu and how to calculate daily tip reports
- Provided excellent patron experience through command of customer service operations ensuring several thousands of dollars in sales per day and outstanding customer feedback
- Fostered effective communication with other servers and management staff to ensure brand confidence
- Lead teams of servers on shifts by resolving conflicts, managing schedules and establishing comradery between employees
- Opened and closed the restaurant and maintained a deep knowledge of the menu and dietary restrictions our customers came to us with

University of Michigan | Ann Arbor, Michigan

Library Circulation Specialist, Aug 2008 - Aug 2012

- Assisted patrons of the Undergraduate, Graduate and Public Policy libraries in finding library materials using the Aleph-1 database
- Processed books in order to prepare them for circulation
- Prepared books to be set aside for reserves to ensure that students and faculty could retrieve them in a timely manner
- Organized books using the Library of Congress

## EDUCATION

Michigan State University Full Stack Coding Bootcamp | Detroit, MI  
March 2021

University of Michigan | Ann Arbor, MI  
Bachelor of Arts | English Language & Lit  
August 2013

## SKILLS

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|--------------------------------|----------------------|
| • SQL Server Management Studio | • React              |
| • Confluence                   | • Figma              |
| • Postman/Insomnia             | • Cypress            |
| • Azure Function Portal        | • SEQ                |
| • Node.js                      | • BrowserStack       |
| • Jira                         | • Visual Studio Code |
| • HTML/CSS                     |                      |