

Joshua Allen

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EDUCATION

Brigham Young University, Marriott School of Business

Apr 2025

Master of Information Systems Management | Bachelor of Information Systems

Provo, UT

- GPA 3.97, SAT 1440
- Member of Association for Information Systems
- Academic Scholarship 2020-2024
- Phi Eta Sigma Scholar

EXPERIENCE

The Church of Jesus Christ of Latter-day Saints

Jan 2024–Present

Junior Developer

Provo, UT

- Identify and resolve bugs through systematic debugging enhancing overall software quality
- Actively participate in coding projects making new solutions and features to enhance user experience
- Collaborate with team members to implement and maintain codebase according to set standards

BambooHR

May 2023–Aug 2023

Customer Experience Operations Intern

Lindon, UT

- Spearheaded roadmap development in coordination with stakeholders by planning and scaling 2023 projects
- Designed and developed a data pipeline in partnership with data architects and Corporate IT between a CRM and Usage Tracking System
- Established and maintained system management on Gainsight CSM via Data Designer and Journey Orchestrator

Brigham Young University - Missionary Training Center

Aug 2021–Apr 2023

Training Supervisor

Provo, UT

- Created a hardworking and efficient culture for a team of 10-16 employees
- Observed and evaluated teachers weekly on performance and gave relevant feedback
- Led 45 meetings and coached employees on skills and other area goals

Brigham Young University – University Communications

May 2022–Aug 2022

Web Specialist

Provo, UT

- Migrated websites using a content management system, Brightspot, to build a cohesive website system
- Communicated with clients on websites applications and designs to ease website transitions
- Developed multiple websites and migration tasks with 3-4 coworkers

Brigham Young University – Missionary Training Center

Aug 2020–Aug 2021

Teacher

Provo, UT

- Taught over 100 young men and women how to interact with and teach others on varying topics
- Trained young people how to set and achieve SMART goals

The Church of Jesus Christ of Latter-day Saints

Aug 2017–Aug 2019

Voluntary Representative

Syracuse, New York

- Instructed groups of volunteers ranging from 10-150 on varying topics including fundamentals of communication, leadership skills, discipline, and goal setting
- Set SMART goals and helped others achieve goals through example and coaching volunteers

PERSONAL

- Proficient in Python and Django Framework
- Experience with JavaScript, React.js, Swift, ASP.Net Framework, HTML/CSS, and SQL
- Experience with Six Sigma, Agile, and Scrum
- Experience with Gainsight CS, Pendo, and Make
- Experience with Microsoft Office Suite
- National Merit Scholar
- Eagle Scout