Watervliet, NY| 518-720-5073 | Joshlawlor1@gmail.com
| https://www.linkedin.com/in/joshuaryanlawlor/ | https://github.com/joshlawlor |https://www.joshua-lawlor.com |

JOSH LAWLOR

Summary

Full-Stack software engineer with a background in Customer Service, leveraging strong communication and consumer facing skills that allows me to interpret client needs and implement solutions. My ability to learn and adapt quickly in my previous roles have allowed me to overcome barriers such as inexperience by developing my skills in critical thinking and finding ways to improve within my environment. Extremely comfortable working in a challenging work environment, I enjoy finding more efficient ways to complete a task by organizing the process or implementing a new method for finding a resolution. Always excited to bring my own experiences in fast paced problem solving to the table, working multiple consumer faced roles has taught me to be quick on my feet, adapt to the situation at hand, and always utilize every available resource to improve. Passionate about dissecting complex issues by compartmentalizing the problem and working to my strengths to deploy an innovative solution.

SOFTWARE EDUCATION

General Assembly MARCH 2022 - SEPTEMBER 2022 *Software Engineering Immersive Certificate*

JavaScript, React.js,Next.js, Typescript, JQuery, Python, HTML5, CSS3, Styled-Components, Materialize, Trello, MySQL, Heroku, PostgreSQL, Postman, Canvas, Express, Node.js, MongoDB, Mongoose, Git, GitHub

Software Development Projects   MARCH 2022- PRESENT

Movie Watchlist App -This app is designed to help you find movies, and keep track of your favorites.
- Utilized a MERN stack (MongoDB, Express, React.js, Node.js) to build a full stack application in 2 weeks in paired- programming with 4 software developers with full create, read, update, delete (CRUD) operations hitting all RESTful API calls.
- Hosted Full Stack app on Heroku: https://runtimeterror1.herokuapp.com/
- Maintained the git workflow for both Front End and Back End repos, reviewing each pull request and merging from Development branches
- Uses imdB data stored in our MongoDB, our REACT front end makes API calls to the Movies model on our Express backend

BugBuddy App - Full-stack application that is meant to help Engineers like myself collaborate and find solutions to their programming headaches.
- Made RESTful API fetch calls to an Express, MongoDB, Node.js backend handling all create, read, update, delete (CRUD) operations, and tested all backend routes during development using Postman.
- Hosted Full Stack app on Heroku: https://bugbuddy.netlify.app/
- Used Mongoose to define schemas for MongoDB collections, utilizing models for users, comments, and posts.
- Tested API routes using Postman to ensure functionality during production.
- Made frequent commits using Git control throughout the production of the application.
- Implemented Materialize for my CSS styling

Spotify Playlist App - Full-stack application for organizing your spotify playlist, and add customization to the music listening experience
- Implemented Javascript methods and functions in order to utilize an Express, MongoDB, and Node.js backend creating a representational state transfer(REST)ful application program interface(API).
- Developed the back-end of the application using Express and Node.js
- Styled and created the visual aspects using Materialize, HTML, and CSS
- Wireframed and planned UI design of application using Figma

Professional Experience

Training & Education Associates - *Workday Data Specialist*   MARCH 2022 - PRESENT
- Oversaw Human Resources hierarchical data configuration for General Electric, working within a team of 10 to process mass data loads to the Workday employee hierarchies existing within GE's infrastructure.

- Implemented a new Approver's dashboard, allowing the HR business approver's to directly approve requests then send them to my team for processing via a dashboard instead of using their Outlook to receive requests. This greatly reduced the amount of requests that were not being approved due to being buried in the approver's inbox.
- Managed authorization requests for worker structure within General Electric, validating that workers were not terminated, on leave, or otherwise not able to hold the requested position.
- Daily tasks were managing requests for data loads via a queue within Oracle Service Cloud. Processed mass data loads using reports made with Excel forms utilizing macros to sort and validate the customer's input. Once data is verified in sandbox environments it is then loaded into Workday production.
- Collaborated across cross-functional teams, meeting for daily standups to coordinate our weekly goals

CDPHP(Capital District Physicians Health Plan)- *Customer Relations Representative*   JULY 2020 - MARCH 2022
- Received 100% member satisfaction surveys for 6 months in a row. Members were offered a survey at the end of each call, scaling from 1-5 based on several categories including if their problem was resolved, representative's professionalism, and overall call quality.