

# Joshua Burns

## Javascript Developer

+1 314 779 6040

Nashville, TN

@ joshua.desu@icloud.com

www.linkedin.com/in/joshua-desu

## SUMMARY

I am a lifelong tech tinkerer, and I am always searching for new challenges and learning experiences. With a strong foundation from front end support roles, I am an effective communicator with an understanding of the importance of the end user experience. I believe in simple and effective functionality. My ideal position would give me the opportunity to positively impact and improve the daily experiences of those around me.

## SKILLS

Javascript

CSS

HTML

SQL

Photoshop

Mac OS

Agile

Salesforce

git

Windows

node.js

React

## EXPERIENCE

### Tech Support Lead

#### Experience.com

2021 - 2021 Nashville, TN

- Led a team of 5 in overseeing user facing platform issues
- Designed and implemented a new Salesforce service cloud workflow
- Troubleshoot API integration issues using AWS and FTP systems

### Tech Support Specialist

#### Thomson Reuters

2019 - 2021 Nashville, TN

- Operated as the Scrum Product Owner within the support department
- Researched and escalated front-end platform issues to engineers
- Helped transition a startup, Confirmation.com, in a corporate merge

### IT Systems Specialist

#### Stericycle

2017 - 2019 Nashville, TN

- Setup up computer systems on site
- Monitored and tracked system usage
- Reported on any network or system errors

## FIND ME ONLINE



### GitHub

www.github.com/joshua-desu



### Codewars

https://www.codewars.com/users/joshua-desu

## PROJECTS

### Japanslator

https://github.com/joshua-desu/japanslator

Google Chrome Extension

- A learning assistance tool which converts standard Japanese text to easily pronounceable hiragana or English on any webpage.

### joshuadesu.io

https://joshuadesu.io

Personal Portfolio Website

- An HTML, CSS, Javascript based website to highlight my personal work and information.

## EDUCATION

### Computer Information Systems

#### Southern New Hampshire University

2020 - Ongoing Manchester, NH

- Studied business structure and communication
- Worked with languages MySQL, Python, and Javascript

### Web Development

#### TrueCoders

10/2021 - 12/2021 truecoders.io

- Full stack web development course
- Explored concepts of Javascript, React, node.js, API integration

### General Studies

#### University of Missouri - Columbia

2010 - 2011 Columbia, MO

- Attended prerequisite general study courses including Philosophy & Logic, Calculus and Statistics.