J H **Josh Hughes**

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References available upon request ↗

EXPERIENCE

Information Technology Solutions
August 2021 – Present | Technical Support Engineer / Full Stack Developer (Employee of the year 2022 & 2024)

› Provided enterprise-level technical support for complex multi-vendor, multi-platform SaaS solutions serving diverse customer environments. Diagnosed and resolved technical issues across macOS, Linux, Unix, Windows Server, iOS, and Android platforms with emphasis on empathetic, responsive communication. Took ownership of customer issues through resolution, ensuring best-in-class support experience and maintaining trusted relationships with enterprise clients.

› Delivered technical troubleshooting expertise for RESTful APIs, JSON integrations, HTML, CSS, and JavaScript implementations. Architected and supported a telehealth application integrating Microsoft Teams Bookings API and Twilio API, providing guidance on API authentication, webhooks, and third-party service integrations. Communicated complex technical concepts clearly to both technical and non-technical stakeholders.

› Managed competing priorities across customer escalations, product changes, and service incidents on a daily basis. Coordinated cross-functional communication between development teams, operations, and customers during critical incidents. Demonstrated master prioritization skills while maintaining service quality and customer satisfaction across multiple enterprise accounts.

› Supported complex database configurations and migrations including PostgreSQL, SQL Server, SQLite, and Oracle Standard, troubleshooting performance issues and providing best practice guidance. Configured and maintained ADDC environments, Cisco and Unifi network infrastructure, and VPN solutions for enterprise customers.

› Designed and implemented CI/CD pipelines for cloud and on-premises production environments using Python, TerraformCDK, and Azure resources. Provided technical account management for infrastructure deployments, advocating internally for solutions that balanced customer needs with technical feasibility.

› Developed automation solutions using PowerShell and Python, creating reusable scripts for group policy configuration and system provisioning that saved 100+ hours of support time. Documented best practices and created knowledge base articles to enable customer self-service and reduce escalations.

› Optimized customer websites using WordPress and Wix platforms with custom JavaScript and CSS implementations, providing SEO guidance and performance troubleshooting. Delivered measurable results with 200% traffic increases through technical optimization and proactive customer communication.

› Maintained flexible availability for after-hours support and weekend rotations as needed to ensure continuous service for enterprise customers. Demonstrated self-motivation and strong sense of responsibility in managing customer expectations and delivering timely resolutions.

AlgoPulse Research Ltd.
August 2023 – Present | Founder & Technical Lead

› Architected and implemented complex multi-platform SaaS trading platform supporting 12+ enterprise customers. Designed scalable solutions using Python, C#, and JavaScript, demonstrating deep product knowledge and technical architecture expertise across web and mobile platforms.

› Provided technical support and guidance for API integrations, implementing secure webhook infrastructure for real-time data transmission. Troubleshot complex multi-vendor integrations and communicated technical solutions clearly to customers with varying technical expertise.

› Developed comprehensive customer education platform featuring interactive modules, quizzes, and best practice documentation. Created customer-facing resources to reduce support burden and enable self-service, improving overall customer experience.

› Coordinated cross-functional team including designers, marketers, and sales to deliver cohesive customer experience. Developed diplomatic solutions to customer challenges while managing competing priorities and customer expectations.

› Implemented automated customer onboarding workflows that doubled long-term retention rates, demonstrating proactive approach to customer success and risk mitigation. Analyzed customer usage patterns and provided data-driven recommendations for product improvements.

› Managed incident response and service communications during platform issues, coordinating between technical teams and customers to ensure transparent, empathetic communication throughout resolution process.

› **Technical Troubleshooting:** HTML, CSS, JavaScript, JSON, RESTful APIs, Webhooks, API Authentication

› **Programming Languages:** Python, C#, TypeScript, JavaScript, Dart, SQL, PowerShell, Bash

› **Enterprise Architecture:** Multi-platform SaaS Solutions, Cloud Infrastructure (Azure), CI/CD Pipelines, System Integration

› **Databases:** PostgreSQL, SQL Server, SQLite, Oracle, Database Migration & Performance Optimization

› **Platform Support:** macOS, Linux, Unix, Windows Server, iOS, Android, Multi-vendor Environments

› **Tools & Collaboration:** Git, Microsoft 365, GSuite, Slack, Confluence, Documentation, Knowledge Management

› **Networking & Infrastructure:** ADDC Management, Cisco, Unifi, VPN Configuration, Network Troubleshooting

› **Customer Success:** Technical Account Management, Escalation Handling, Cross-functional Coordination, Incident Management