Joshua Thomas
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Technologies

- *Languages*: JavaScript, pHp
- *Databases*: MySQL, NoSQL, PostgreSQL
- *Applications:* Node, React, OAS, Git, Testrail, Kafka, Jenkins, AWS, Jira, Slack

Professional Experience

Senior Software Engineering Manager | Parsable, 2022-2023

Senior Engineering Manager of multiple distributed product development teams building tasklist-creation, work-scheduling, and analytics tools for frontline workers in the manufacturing space

- managed the rewrite of high visibility features and functionality from monolith to microservices and micro frontends, increasing scalability and performance of Parsable's flagship product
- worked closely with product management, design, architecture, and infrastructure teams to lead successful delivery of 100% of the product roadmap quarter over quarter
- improved overall site reliability with observability, monitoring, load testing, TDD and runbook creation, and other best practices
- established agile methodologies and other estimation and planning practices to improve speed of feature deployment by 25% year over year
- kept voluntary attrition rate at 0% for 4 straight quarters by promoting extreme ownership, collaboration, and communication

Senior Product Owner, API & Integrations | HotSchedules, 2017-2020

Technical Product Owner & Scrum Master leading a 9-person distributed engineering team building restaurant point-of-sale integration apps and productized APIs

- product owner and delivery manager of over a dozen new product lines and integration connectors
- managed cross-product integrations, process transition from kanban to SaFe, and code and pipeline migrations to lower costs
- lowered the amount of monthly integration-related customer support tickets by 50%, generating $100K in productivity improvements
- designed a variety of Support tools and interfaces to improve internal user productivity

Manager, Training & Implementation Services | HotSchedules, 2015-2017

Manager of a 15-person software implementation team serving enterprise and SMB customers.

- implemented new project management tools and workflows, generating $100K in productivity improvements
- Created an NPS-based customer satisfaction survey that resulted in 10x increase in response rate

Education

Bachelor's of Science in Business, Management Information Systems | *Excelsior College, 2015-2017*