

JOSEPH SPANN

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<https://github.com/jpspann91> | <https://github.com/joespanngtmit> | <https://jpspann91.github.io/React-Portfolio/>

SUMMARY

A current full stack developer specializing in assisting United States Veterans with increasing their current disability rating with the Department of Veteran Affairs. As a former customer service representative specialist, I always develop new software with the user in mind. Dedicated to implementing new strategies and improving communications between departments. Always pushing to create software that will propel the company to meet quarterly and monthly revenue goals. Seeking to leverage broad development experience and hands-on technical expertise in a challenging role as a full stack developer.

EDUCATION

- UC San Diego Extension**, San Diego, CA March 2022
Full Stack Development Bootcamp in Web Development
Completed 256 hours of instruction in a full stack web development boot camp program. Built 3 large projects with a team of developers and achieved the highest marks to complete the course with full certification.
- Grossmont College**, San Diego, CA May 2021
Associate's Degree in Computer Science and Mathematics
Graduated with Honors; Deans List.
- San Diego State University**, San Diego, CA September 2009-June 2010
Music in Education Major
- Castle Park High School**, Chula Vista, CA June 2009

PROFESSIONAL EXPERIENCE

- Global Tek Med**, *Full Stack Developer*, Chula Vista, CA July 2022-Present
- Developing software and automation's for multiple affiliate companies.
 - Developing web applications using python frameworks such as Django along with HTML, CSS and JavaScript. Developing automation's using make/ integromat for quick and easy business solutions.
 - Maintain current legacy infrastructure, and developing new tools to push the company forward in their quarterly revenue goals.
 - Research new infrastructure to improve current code base/ save money for the company. Refactor current projects to look and react better for user experience.
 - Build 2 large projects to assist US veterans with increasing their current disability benefits with the department of veteran affairs.
 - Follow high fidelity style guides to build web app up to marketing standards and UI/ UX experience. Interpret business logic from executives to meet requirements for projects.
 - Continuously communicating with project timelines and roadblocks.
 - Integrating projects with GitHub CD/CI pipelines for continuous deployment.
 - Maintain open branches and pull requests in GitHub. Structuring SQL queries to collect data from our internal CRM for project requirements
- Microsoft WebXT**, Customer Service/Work Station IT, San Diego, CA October 2021-July 2022
- Ensure smooth transition from current email domain (G-Suite) over to Microsoft systems.
 - Ensure representatives were able to achieve their duties by setting up company provided equipment with software needed to make calls and provide service.
 - Manage access and permissions for employees within current production stack Supported IT department in handling technology roll out and maintenance.
 - Aided problem resolution measures and suggested patches and hardware, software and network troubleshooting alternatives.
 - Collected, update and migrated VOIP information.
 - Helped department set up equipment for meetings, events and operations.

- Assisted computer users with technical issues remotely and at workstations.
- Manage team of up to 25 employees and associated accounts needed for production

Takelessons.com, Customer Service/Work Station IT, San Diego, CA

August 2012-October 2021

- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Met customer call guidelines for service levels, handle time and productivity.
- Handled over 30 calls per shift assisting students with finding teachers, presenting relevant product information and canceling services.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs. Responded proactively and positively to rapid change.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Consulted with outside parties to resolve discrepancies and create expert solutions. Recommended products to customers, thoroughly explaining details.
- Exhibited high energy and professionalism when dealing with clients and staff.

SKILLS

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|---------------------------------|-------------------|--------------|
| • Python (Programming Language) | • Java | • PostgreSQL |
| • Microsoft Azure | • Django | • React.js |
| • Express.js | • Azure Functions | • Javascript |
| • C++ | • REST Api | • Node.js |
| • Bootstrap | • API's | • MySQL |
| • VS Code | • MongoDB | • Github |