

JOSEPH SPANN

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

SUMMARY

A current experienced full stack developer specializing in designing and implementing scalable web applications. As a developer with over 10+ years in technical customer service, I always develop new softwares/ automations with the user experience in mind. Dedicated to building responsive user interfaces, creating robust APIs, and integrating proper databases. Adept at collaborating with cross-functional teams to deliver high-quality solutions within dedicated timelines, to help push the company towards revenue goals, all while using up-to-date and emerging technologies. Seeking to leverage broad development experience and hands-on technical expertise in a challenging role as a full stack developer.

EDUCATION

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| UC San Diego Extension , San Diego, CA | March 2022 |
| <i>Full Stack Development Bootcamp in Web Development</i> | |
| 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 |
| <i>Associate's Degree in Computer Science and Mathematics</i> | |
| Graduated with Honors; Deans List. | |
| San Diego State University , San Diego, CA | September 2009-June 2010 |
| <i>Music in Education Major</i> | |
| Castle Park High School , Chula Vista, CA | June 2009 |

PROFESSIONAL EXPERIENCE

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| Global Tek Med , <i>Full Stack Developer</i> , Chula Vista, CA | July 2022-Present |
| <ul style="list-style-type: none">• Developing and maintaining automation's for multiple affiliate companies.• Implemented server-side logic using Python Django frameworks and created APIs to integrate with front-end applications and microservices.• Developing automation's using make/ integromat for quick and easy business solutions.• Designed and managed databases using MongoDB, MySQL, and PostgreSQL to ensure efficient data storage and retrieval.• 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.• Manage multiple Resource Groups through Azure Portal, as well as maintain configuration and deployment of multiple app services and web apps.• Deployment and maintenance of multiple microservices that serve a main application.• Leading the development team with approval and compliance process to gain production access to the Lighthouse API, provided by the VA (Department of Veterans Affairs).• Follow high fidelity style guides to build web app up to marketing standards and UI/ UX experience.• Collaborated with cross-functional teams to gather requirements and translate them into technical specifications.• Continuously communicating with project timelines and roadblocks.• Integrating projects with GitHub CD/CI pipelines for continuous deployment.• Utilized Git and GitHub for version control, collaborating with team members and managing code repositories.• Worked closely with executives to understand their needs and provide technical solutions that meet business requirements.• Deployed and maintained 2 main applications used in the business.• Deployed and maintained 4 additional microservices to be utilized with main applications• Structure and manage all microservices to ensure scalability for 2 main applications | |

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 customer service representatives were able to achieve daily duties by providing company equipment.
- Assisted with installation of proper software programs 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 the company set up equipment for monthly meetings, events and operations.
- Assisted computer users with technical issues remotely, in person.
- Manage team of up to 25 employees and associated accounts needed for customer support representative positions.
- Provided consulting for management of legacy servers as well as make plans for future migration of servers in the future.

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) | • Django | • Javascript |
| • Microsoft Azure | • Azure Functions | • Node.js |
| • Express.js | • REST APIs | • GraphQL |
| • C++ | • API's | • Github |
| • Bootstrap | • MongoDB | • Gitbash |
| • VS Code | • MySQL | |
| • Github | • PostgreSQL | |
| • Java | • React.js | |