

Joshua Jefson Romulo

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Professional Work Experience

IT Specialist

Alternative Family Services– Full Time

Aug 2025– Present

- Design, build, and maintain data analytics pipelines and dashboards across multiple platforms (Periscope/Sisense, Zoho Analytics), utilizing SQL, PowerBI, and an in-house Data Warehouse.
- Diagnose and resolve technical issues with computer software and networks.
- Provide technical assistance to users, answer questions, and guide staff through troubleshooting steps virtually, in-person (as needed), and/or via email and/or training through the agency's IT support desk.
- Provide training to users on new software, or IT systems, when necessary.

Software Engineer I

Acuren Engineering – Full Time

Feb 2025 – Jul 2025

- Developed and maintained Windows and web-based applications in an Agile .NET environment.
- Upheld Object-Oriented Programming (OOP) principles and best practices using C# and JavaScript.
- Followed source control best practices using Git and Azure DevOps, fostering collaboration and supporting continuous integration workflows.
- Utilized and maintained relational databases using SQL and SSMS.
- Employed effective communication with product stakeholders and team members.

IT Help Desk Analyst

Acuren Engineering – Full Time

Nov 2023 – Feb 2025

- Analyzed and resolved issues relating to software, hardware, and computer networking.
 - Ensured security and privacy of computer networks and computer systems.
 - Administered Azure accounts for employees throughout the company.
 - Managed and maintained inventory of company IT assets.
 - Deployed computers using Microsoft Autopilot.
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Technical Skills

Dev Tools: SQL Server Management Studio, Visual Studio Code, Visual Studio 2022

Support Tools: MS Admin, MS Active Directory, MS Intune

Ticketing Systems: ServiceNow, SysAid

Languages: Python, Java, C++, C#, JavaScript, TypeScript, HTML5, CSS3

Libraries/Frameworks: .NET, Blazor, React, NextJS, Tailwind CSS, React Native

Version Control: Git, Azure DevOps, GitHub

Management: Agile, Scrum, Jira

University Education

Bachelor of Science, Computer Science - California State University, East Bay

Coursework: Computer Networks, Computer Architecture, Security and Information Assurance,

Analysis of Algorithms, Data Structures and Algorithms, Software Engineering, Website Development

Awards: Dean's List 2022

Personal Projects

IT Assessment Quiz Application [TypeScript, NextJS, AWS Amplify, AWS Route 53]

- Built a testing application consisting of multiple choice and fill-in modules by which users who are preparing for the CompTIA 220-1101 & 1102 exams can demonstrate and refine their knowledge for said exams.
 - Implemented a randomized algorithm such that upon page refresh of the web application, questions become rearranged in a different order.
 - <https://joshuajefson.com/pages/apps> | <https://github.com/jromulo745/nextjs-personal-website>
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