

# JOSHUA SINGER

[www.linkedin.com/in/joshua-j-singer](http://www.linkedin.com/in/joshua-j-singer) • 419.327.0882 • [joshua.j.singer79@gmail.com](mailto:joshua.j.singer79@gmail.com)

## Senior Software Engineer

### AREAS OF STRENGTH

|  |                             |                                   |
|--|-----------------------------|-----------------------------------|
| Focused on Customers                   | Persuade Stakeholders       | Building Relationships            |
| Translate Between Business & Technical | Train / Mentor Team Members | Partner with Engineers            |
| Quick Learner                          | Drive Results               | Diagnose / Solve Complex Problems |

### TECHNICAL EXPERTISE

|                   |   |
|-------------------|---|
| <b>Languages</b>  | JavaScript, SQL, XML, JSON, C++, Java   |
| <b>Frameworks</b> | Node.js, React, PRPC (7.3,6.1,5.5), Pega Mobile                                   |
| <b>Software</b>   | Git, Oracle SQL Developer, Postman, IntelliJ, VS Code, Splunk, Jenkins, JIRA, SVN |
| <b>Servers</b>    | Apache Tomcat, Websphere  |
| <b>Databases</b>  | Oracle, Mongo, Postgres, DB2  |

### KEY ACCOMPLISHMENTS

- Designed and implemented production performance tracking tool for Pega Mobile giving development team insights into real world performance
- Implemented security improvements to meet end of year objectives in less than 3 months
- Fixed production defect that eliminated approximately 240 hours of weekly employee rework and negative customer experiences
- Led development team tasked with building an application to manage LOB tax documentation for Fortune 500 Financial Services company
- Identified opportunity to reduce redundant API from 14,000 service calls to less than 50 service calls per day minimizing network traffic and failure points

### TECHNICAL EXPERIENCE

**ACS GROUP – ALPHARETTA, GA**

**05/19-PRESENT**

SOFTWARE ENGINEER ( *CLIENT: VERIZON* )

Leveraged Pega framework as an orchestration engine in a microservices architecture. Coordinated with multiple teams and applications to deliver and test products from end to end. Supported testing in multiple environments while leading development within the project.

*Continued...*

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## **COX AUTOMOTIVE – MANHEIM, DUNWOODY, GA**

**07/17 – 05/19**

### *SOFTWARE ENGINEER*

Leveraged Pega Mobile framework and Javascript to deliver a mobile application for internal users. Worked directly with end users and business partners to investigate production issues and to identify functional improvements for the application. Actively worked with fellow team members to identify opportunities and solutions for team performance improvement.

## **JPMORGAN CHASE, COLUMBUS, OH**

**01/11 – 07/17**

*APPLICATIONS DEVELOPER LEAD – APPLICATION OWNER, 05/14 – 07/17*

*APPLICATIONS DEVELOPER, 01/11 – 05/14*

Advanced through promotions, culminating in a role as Applications Developer Lead managing multiple teams of up to 6 developers on multiple applications including customer critical applications and regulatory applications.

- Instrumental during prioritization, planning, and design of applications on multiple simultaneous projects
- Worked closely with business partners and business analysts to help gather requirements and providing design input
- Managed teams working on back-end, customer critical application development projects
- Worked on development team to deliver Pega PRPC applications resulting in savings of \$450K+ yearly
- Trained and mentored developers new to Pega PRPC to ensure an understanding of best practices and standards

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## **EDUCATION AND CERTIFICATIONS**

### **Certifications:**

- Pega PRPC CSSA (2016)
- Pega PRPC CSA (2011)

### **Bachelor of Science in Computer Engineering Technology (6/09)**

*DEVRY UNIVERSITY, COLUMBUS, OH*

- Dean's Scholarship