

Josue Valdez

Alexandria, VA 22311 • josuealvaldez1@gmail.com • (571) 365-5459 • [JosueValdez.com](https://www.JosueValdez.com) • [linkedin.com/in/josue-a-valdez](https://www.linkedin.com/in/josue-a-valdez)

PROFESSIONAL EXPERIENCE

FREENY GROUP

Falls Church, VA

Full Stack Developer

Oct. 2020 - Present

- Developed and executed comprehensive testing plans for the Freeny Driving School online education dashboard, resulting in a 98% reduction in reported bugs and errors.
- Engineered and deployed a robust cross-browser testing automation framework that accelerated software testing by 75% for 10 front-end web apps and sass, driving faster release cycles and delivering a better end-user experience.

FREELANCER

Arlington, VA

Freelance Developer

Apr. 2020 - Present

- Utilized Agile methodology when collaborating with 20 local businesses during the Covid-19 lockdown to streamline project planning and execution processes resulting in an estimated 5-10% increase in revenue and a reduction in project timeline by an average of 2 weeks per project.
- Developed comprehensive reports on website performance, including metrics on page views, bounce rates, and conversion rates, providing insights to inform strategic decision-making and resulting in a 15% increase in average session duration.

PEARSON VUE

Remote, USA

Enrollment & Help Desk Analyst

March 2020 - Jan. 2021

- Resolved technical issues for 40 clients daily on multiple channels, with an average resolution time of 10 minutes, maintaining a customer satisfaction rate of 95%.
- Escalated complex technical problems to senior technicians with a 100% success rate in resolving within service level agreements, minimizing downtime for users.

JSA CONTRACTING INC

Chantilly, VA

Project Manager

Feb. 2018 - Sept. 2020

- Collaborated with cross-functional teams to gather insights on 200+ customer needs and preferences, resulting in recommendations for product and service improvements that led to a 15% increase in customer satisfaction.
- Developed and executed a comprehensive plan to automate payment processing for contractors, reducing payment processing time by 50% and decreasing payment errors by 75%.

EDUCATION

GEORGE MASON UNIVERSITY

Fairfax, VA 22030

B.S. in Information Systems & Operations Management

Dean's List, Honors List, GMU Foundation Scholar

TECHNICAL SKILLS & CORE COMPETENCIES

- Web Development & front-End Design: JavaScript, React, Vue, CSS3, HTML5
- Back-end development and Databases: Python, SQL, Amazon Web Services (AWS), Django, PostgreSQL
- Software Development Lifecycle & Design: Agile - Scrum, Git, UX/UI Design, DevOps, Continuous Integration
- Project Management & Data Analysis: Data analytics & visualization, Machine Learning, Risk management, Planning, Budgeting, and forecasting

CERTIFICATIONS

- Google Project Management Certificate, Coursera 2023
- Google Data Analytics Certificate, Coursera 2023
- Introduction to AI, SkillUp by Simplilearn 2023
- AI for everyone by DeepLearning.AI, Coursera 2023
- Inbound Marketing, Hubspot Academy 2022
- Digital Skills: User Experience, Accenture 2020