

Josue Valdez

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github.com/mj-creatives

A software engineering professional with entry-level experience specializing in software development, data analytics, Python, and JavaScript. Experience working within IT help desks and agile project management. Adept at communicating remotely, defining user requirements, and driving scalability for customers. Experience in a wide range of technologies, including JavaScript, CSS3, HTML5, Python, SQL, AWS, Django, PostgreSQL, and Git.

PROFESSIONAL EXPERIENCE

FREENY GROUP

Software Developer

Falls Church, VA

Oct. 2020 -Present

- Design intuitive user interfaces and streamline navigation menus, resulting in a 20% increase in user engagement and a 15% decrease in bounce rate.
- Develop and maintain clean code for websites using HTML, XML, and JavaScript, resulting in an average page load time improvement of 30%.

FREELANCER

Freelance Software Developer

Arlington, VA

Apr. 2020 - Present

- Utilize Agile methodology with clients to streamline project planning and execution processes, in order to generate a 4-7.5% increase in revenue and a reduction in project timeline by an average of 2 weeks per project.
- Develop comprehensive reports on website performance, including metrics on page views, bounce rates, and conversion rates, to provide insights to inform strategic decision-making and result in a 15% increase in average session duration.

PEARSON VUE

Enrollment & Help Desk Analyst

Remote, USA

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

Project Manager

Chantilly, VA

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

B.S. in Information Systems & Operations Management

Fairfax, VA 22030

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 Analytics: Machine Learning, Risk management, Planning, Budgeting, forecasting

CERTIFICATIONS

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