

# Resume

## Juan Munoz

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### Education

The Ohio State University UX | UI Bootcamp, OH (Fall 2024 – Spring 2025)

Certificate of Completion for Full-Stack Flex Coding Bootcamp

The Ohio State University Web Development Bootcamp, OH (Fall 2020 – Spring 2021)

Certificate of Completion for Full-Stack Flex Coding Bootcamp

Sheppard Air Force Base, Wichita Falls TX (Winter 2007 – Spring 2008) GPA: 4.0

United States Air Force Technical Training, Electrical Engineering

Washington Senior High, Washington Court House OH (2003 - 2007) GPA: 3.5

High School Diploma

### Work Experience

Technology Support II – Software Engineer JPMorgan Chase – Corporate Sector Infrastructure Platforms(2022-Present)

*Troubleshoot, analyze, and maintain production application flows to ensure operational stability and performance. Monitor production environments using observability tools to detect and resolve anomalies. Assist in incident management, problem resolution, and change management to enhance system reliability. Collaborate with business and technology stakeholders to escalate and communicate solutions effectively. Apply ITIL framework principles to optimize infrastructure and application support processes.*

Patient Access Coordinator, Ohio State University Wexner Medical Center (2018-2022)

*Provide consumers (clinical staff and patients) with accurate, up-to-date information regarding products, services and general procedures. Coordinate multiple facets of patient services including data updates, scheduling, insurance processing, and collections.*

Unit Clerk Associate, Ohio State University Wexner Medical Center (2016-2018)

*Assist unit staff (Nurses, PCAs, Doctors), Respond to patient call light for assistance and notify appropriate personnel, Inventory & order unit galley and supplies, Update IHIS, Connexall and TeleTracking.*

Pharmacy Technician, Ohio State University, James Cancer Center (January 2015 – July 2016)

*Assist pharmacists in preparation of medications in the OR, IV Room, and Critical Care, deliver drugs to medication rooms, and maintain accurate records through drug management program Pyxis.*

Journeyman Civil Engineer, United States Air Force Reserves (2007 – 2015)

*Staff Sergeant (SSgt) E-5, assist in instruction of lower ranking airmen, conduct yearly squadron review*

### Summary of Skills and Training

Personal Summary:

Punctual and Reliable: Perfect attendance at all USAF Unit Training Assemblies (USAF UTAs)

Detail Oriented: Successfully manage multiple simultaneous patients' testing paperwork

Driven: Maintained a high GPA while serving as a Reserve Airman and fulltime employee

Foreign language Proficiencies:

Spanish: Fluent in Spanish (Raised as a native speaker of Spanish and English)

German: Base proficiency (4 years studied in High School)

Awards and Honors:

Promoted to Staff Sergeant in the United States Air Force (2010)

OSU Full-Stack Flex Coding Boot Camp (2021)