

Sebastien Joseph

Software Developer

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TECHNICAL SKILLS

Backend: Java, Spring boot, JUnit, Mockito, Restful API Development, Caching, Multithreading.

Frontend: HTML, CSS, JavaScript, React.js, Axios, Bootstrap.

Database: DynamoDB, PostgreSQL, MySQL, MongoDB.

Other: Algorithms, Software Architecture, Unit Testing, Mocking, Debugging, Git, JSON, JWT, Agile Project Management, Team Collaboration, Time Management, AWS, Microsoft 365.

PROJECTS

codeCamp - Software Development

[\[GitHub\]](#)

- Developed a learning management system application enabling learners to submit assignments and reviewers to claim and evaluate submissions.
- Implemented secure authentication using Spring Security and JWT tokens.
- Utilized Docker to manage the PostgreSQL database in a containerized environment.
- Developed in Java, Spring Boot, and PostgreSQL, frontend using React.js and Bootstrap.

Inventory Management - Software Development

[\[GitHub\]](#)

- Developed a platform for users to efficiently organize and manage inventory.
- Implemented advanced search functionality.
- Automated case conversion to ensure uniformity.
- Developed in Java with Dagger framework, HTML, CSS, and JavaScript.
- Utilized AWS CloudFormation for infrastructure management, DynamoDB for database storage, Lambda functions for serverless computing, API Gateway for API management, and Swagger for API doc.

EXPERIENCE

Koclat, Remote - IT Administrator

October 2023 to present.

- Designed and maintained IT infrastructure, optimizing performance and implementing security measures to meet organizational requirements.
- Developed and deployed technical solutions aligned with organizational goals, enhancing operational efficiency and scalability.
- Implemented Microsoft 365 across the organization, focusing on identity and access management, security, and automation to create a secure and productive environment.
- Created and enforced data protection and retention policies to ensure compliance and safeguard sensitive information across Microsoft 365 applications.

- Contributed to the development of a Human Resource application using Java and React, enabling streamlined employee management and improved operational workflows.

Zones, Remote – Microsoft 365 - FloorWalker

September 2021 to June 2023

- Provided technical leadership and advisement to ensure efficient case resolution and alignment with operational goals.
- Delivered a world-class customer experience by empathizing with team leads and agents during complex issue resolution.
- Maintained up-to-date expertise in Microsoft 365 technologies to address evolving customer and business needs.
- Contributed to the development of technical training materials, empowering teams with the knowledge to solve cases effectively.
- Collaborated across teams to enhance service delivery and drive continuous improvement in customer satisfaction.

Zones, Remote - Microsoft 365 Premier Ambassador 2

September 2020 to September 2021

- Delivered exceptional customer support by resolving technical issues, configuring, and optimizing Microsoft 365 applications (Exchange, SharePoint, Teams, Entra Connect, Defender, Intune).
- Assisted in administrative tasks and streamlined automation workflows using PowerShell for licensing, subscriptions, and user management.
- Assisted in configuring Microsoft Entra Connect for secure directory synchronization and identity management.
- Diagnosed and resolved complex issues through analysis of system logs and configurations, ensuring timely resolution.
- Documented solutions in ticketing systems, identified trends, and provided actionable insights to improve service delivery.
- Collaborated with engineering teams to address inefficiencies and enhance customer experiences.
- Supported Office 365 license updates, user management, and drove customer engagement with the platform.
- Maintained up-to-date technical knowledge through training and knowledge sharing with teammates.

EDUCATION

Bloomtech, Graduate of the Backend Development Program

December 2022 - February 2024

Penn Foster, Graduate of the Computer Support Technician Program

October 2012 -October 2013