


# JOSH SERPAS

## SOFTWARE ENGINEER

✉ [jdserpas@gmail.com](mailto:jdserpas@gmail.com) 🌐 <https://joshserpas.com> ☎ (712)-828-5147 📍 Richmond, VA **in** [jdserpas](#)  [jdserpas](#)

## EDUCATION

### Keiser University

BS Software Engineering

Sept. 2018 - May 2022

## EMPLOYMENT

### WillowTree Apps - Charlottesville, VA

Aug. 2022 - Current

*Software Engineer (Counselant) @ Fortune Global 500 Company:*

- Provided high-end technology consulting to external clients, leveraging expertise in software trends and emerging technologies, while ensuring professionalism, effective communication, and successful delivery of software that met client expectations
- Migrated locally hosted **Python** back-end API/micro-service to **AWS cloud architecture**, enhancing scalability and reliability
- Acquired expertise in utilizing **ffmpeg** and other libraries to convert multimedia formats for storage, display, and network transportation
- Identified and fixed bugs in **React.js** front-end in collaboration with QA team, while also implementing new features to improve functionality and user experience

*Software Engineer (Counselant) @ Mid level tech start-up*

- Collaborated with front-end engineers to develop a user-friendly backend **GraphQL** API on a Node.js platform while updating tests, and documentation for seamless integration and improved functionality
- Extensively utilized **Prisma ORM** on **Node.js**, collaborating with a **PostgreSQL** database for debugging, query creation, data validation, and unit testing
- Collaborated with back-end engineering team to devise and implement optimal solution for complex photo upload feature, integrating **AWS S3** buckets, compressed image thumbnails, and database references while ensuring client requirements were met
- Actively participated in meetings and discussions to drive decisions on technology tools, architectural design, and development practices, providing valuable insights and contributing to the team's collaborative efforts

### Mid America Computer Corp. - Blair, NE

Jan. 2022 - June 2022

*Technical Support Specialist*

- Debugged **Microsoft SQL Server** Database, resolving errors and fulfilling internal and customer-driven requests to support nationwide businesses
- Maintained diverse **Windows Server** environments on local hardware, cloud-based servers, and remote customer servers to ensure data integrity, maintain company-specific software, and provide technical support for optimized server performance
- Managed Windows **Active Directory** for network administration, enabling secure customer access to software via **VPN** setup and authentication, internal network communication, or through external network IPs over **HTTP/SSL**

### Bay Network Solutions - Dally City, CA

May 2021 - Aug. 2021

*Information Systems Intern*

- Provided seamless remote support to multiple San Francisco area offices, ensuring smooth computer operations for architectural firms using specialized software
- Gained hands-on experience with **RDP**, **Windows Registry**, and **Windows Server** while optimizing computer experiences for users
- Utilized **Active Directory** and authentication protocols to enable network-wide user logins, enhancing accessibility and productivity
- Acquired knowledge in backups and storage redundancy, emphasizing the importance of data protection
- Assisted in quoting for hardware, including server components, expanding understanding of business-grade **server architecture**

## SKILLS

**PROGRAMMING LANGUAGES:** Java, JavaScript, TypeScript, C#, Python, SQL, Bash, SQL

**WEB TECHNOLOGIES:** Node.js, jQuery, Jest, React Testing Library, Tailwind CSS, React.js, Next.js, Express.js, MongoDB, Angular, Prisma, Apollo GraphQL, Django, Flask, Laravel, Bootstrap, ffmpeg

**DEVELOPMENT TOOLS:** Git, GitHub, Jira, Visual Studio Code, Linux, Docker, IntelliJ IDE, AWS, Azure DevOps, Maven, npm, yarn

**LANGUAGES (COMMUNICATION):** Spanish (Fluent), Portuguese (Classroom level)