

Joshuah Boardman

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ABOUT ME

A developer enthusiastic about crafting efficient code and am deeply motivated to contribute to impactful projects. Committed to delivering value to my team and continuously expanding my skill set and knowledge base.

EXPERIENCE

2022 - PRESENT

SOFTWARE DEVELOPER | AUTOMATED SYSTEMS DESIGN:

Work Order Billing Automation - Spearheaded the refactoring and development of an advanced Work Order and Billing Automation system, streamlining and automating the synchronization process between the primary database (ServiceNow) and a separate SQL Server database dedicated to work order billing and tax value generation.

- Ensured real-time data updates in the SQL Server database to reflect the various stages of work orders during field service operations, effectively coordinating the workforce's response to requests from external clients.
- Implemented data synchronization through SOAP requests and direct database queries, optimizing efficiency and maintaining data integrity.
- Utilized a combination of JavaScript, SQL, AWS Lambdas, and the ServiceNow platform to build this solution, enhancing data management and operational workflows.

JUNIOR SOFTWARE DEVELOPER | HEXAGON SAFETY & INFRASTRUCTURE

Business Management Application (Golden Button) - Conceptualized and developed a highly efficient Business Management Application, known as "Golden Button," aimed at streamlining customer onboarding and enhancing the management of business applications and service offerings.

- Created a dynamic service portal integrated with the application, tailored to display company-specific information and business offerings, customized according to the user's role and company affiliation.
- Leveraged JavaScript, AngularJS, and the ServiceNow platform to build this comprehensive solution, ensuring robust functionality and user-friendliness.
- Successfully presented and led the development of this product, resulting in the acquisition of international contracts with prominent companies in Germany, India, and Australia.

Call Center Statistics Dashboard - Led the creation and continuous maintenance of a critical Call Center Statistics Dashboard, providing comprehensive insights into call center operations.

- Empowered call center personnel with real-time access to crucial metrics, including queue occupancy, available help desk staff, average call durations, and other vital statistics, resulting in significant enhancements to call desk workflow efficiency.
- Utilized React and Vite to ensure an intuitive and seamless front-end user experience, seamlessly integrated with the ServiceNow backend, streamlining data management and retrieval processes.

Kiosk Applications - Developed a versatile Image Map Overlay application, enabling users to define coordinates and tag information on selected images, offering a flexible solution to cater to various client requirements.

- Designed an Image Display application featuring a carousel functionality for seamless image uploading and presentation, enhancing user interaction and content display.
- Utilized cutting-edge technologies, including React, TypeScript, and Electron, to build the front end of these applications, ensuring a robust and user-friendly experience.
- Utilized AWS shadows for state management, ensuring real-time data synchronization and optimal application performance.

SKILLS

- JavaScript/TypeScript
- Rust
- C#
- HTML/CSS
- React
- Tailwind
- Git
- SQL
- Problem Solver
- Communication
- Adaptive
- Learning

EDUCATION

Complete Web Developer Course - From StudioWeb

- Taught: HTML5, CSS3, JavaScript and PHP

Udemy: Complete C# Unity Game Developer 3D Course - From GameDev.tv Team