

Joshua Baker
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(910)850-7889 (home/office/cell)

Education:

Graduate School of East Carolina University

E 5th St, Greenville, NC 27858

Phone: (252) 328-6013

M.S. (Master of Science in Software Engineering)

Graduated: May 2021

University of North Carolina at Pembroke

1 University Drive, Pembroke, North Carolina 28372

Phone: 910-521-6000

B.S. (Bachelor of Science in Information Technology)

Graduated: May 2015 – Cum Laude

GPA 3.847 (UNCP College Career)

Relevant Courses include:

Object Oriented Programming, Programming in C++, Operating Systems and Networking, Human Computer Interaction, Discrete Structures, Software Development and Professional Practices, Programming for the World Wide Web, System Administration and Shell Scripting, Computer Networking & Data Communications, Java Programming, Advanced Java Programming, Data Structures, Website Development and Multimedia, Database Management Systems, Computer and Network Security, Web Database Development, CICS Fundamentals, Data Modeling, Embedded Programming, Basic and Intermediate Mainframe, Basic and Intermediate COBOL, DB2 Embedded SQL, Software Engineering Foundations, Foundations of Software Testing, Software Construction, Dependable Systems Software & Reliability, Software Project Management, Cloud Computing, Topics in Computer Science, Software Systems Modeling and Analysis, Software Architecture and Design

Technical/Software Experience:

Experience with Microsoft Word, Excel, PowerPoint, Publisher, Visio, Notepad++, Eclipse Juno, Oracle VM, Wireshark, Linux Fedora, Java, JavaScript, PHP, HTML, CSS, SQL, C++, Assembly Language, Windows 95, 98, ME, XP, Vista, 7, 8, COBOL, DB2, JCL, CICS, TSO, RDZ, VSAM, Mainframe, JIRA Enterprise, ServiceNOW, Dia, MQ Explorer, 3270 Screens, IBM Rational Developer for System Z, Micro Focus Roomba, Git, Sharepoint, CPSM WUI, Splunk, MIRA/MAUI, ISPF.

Able to work with multiple operating systems: Microsoft Windows, Apple OS X, Linux.

Extracurricular Accomplishments:

Honor Society Memberships:

Tau Sigma Academic Honor Society Gamma Omicron Chapter, UNCP

Alpha Chi National College Honor Society North Carolina Kappa Chapter, UNCP

Alpha Sigma Lambda Honor Society Mu Delta Chapter, UNCP

Academic Awards:

Dean's List Sandhills CC - Spring 2010

Chancellor's List UNCP - Spring 2013, Fall 2013, Spring 2014, Fall 2014

Honor's List UNCP - Spring 2015

UNCP Undergraduate Information Technology Student Award 2013-2014

Volunteer Experience:

Volunteer Computer Technician for friends, family, and local businesses.

Reformatting hard drives and reinstallation of various operating systems.

Data recovery and virus removal.

Troubleshooting connectivity issues with network or local hardware.

Hardware and software upgrades.

Work experience:

Associate Mainframe Developer – June '15 to June '16

Software Engineer Developer – July '16 to June '21

Senior Software Engineer Developer – July '21 to March '24

Infrastructure Systems and Common Services

Fidelity Investments, *Morrisville, NC*

2015-2024

Objectives:

Provide operational, development, and consulting services to the FIT development organizations.

Implement a focus on system availability and cost reduction.

Enable centralized monitoring, crisis management, install support and governance of coding standards.

Reduce the number of production problems and reduce customer impact when they do occur.

Support multi-site mainframe initiative to provide better system scalability and availability.

Utilize infrastructure to provide common solutions that reduce application time to market, reduce total cost of ownership, reduce control/monitoring points, and reduce overall complexity.

-Customer traffic routing between our two data centers

-Mainframe security layer above the system layer

-MQ Infrastructure Development

-DB2 Connection Management

-CICS region configuration LPAR distribution

-CPU utilization reduction, both CICS and batch

-CICS transaction tuning and performance management.

Our team owns and develops proprietary software used for data center routing. The team is located in 4 US locations and 2 India locations providing round the clock monitoring and triage capabilities.

PC/Laptop/Tablet Repair/Refresh, 2018-2020

Bragg Pawn Shop of Fayetteville, NC

- Assisted refreshing various makes and models of PCs, Laptops, & Tablets for resale.
- Hardware troubleshooting and low and high level OS reformatting with full set driver installation.

Computer Software and Hardware Technician, 2012 - 2014

Palmer Prevention of Pembroke, NC

- Improved aging systems with updated hardware and software.
- Recovered data from erroneous equipment and removed viruses from personal computers.
- Maintained networked computers for use in a small business.

Technical Support Technician, 2011-2012

Avon Cosmetics of Stedman, NC

- Provided round the clock technical support and addressed hardware connectivity issues.
- Assisted in configuration of system upgrades and oversaw data transfer and reorganization.

Customer Service Specialist

Server, Busser, Greeter, Host, Expo

Olive Garden, *Fayetteville, NC*

2005-2012

Applicable Skillsets:

Increased revenue with suggestive selling.

Mentored new hires and teammates with leadership skills.

Established a loyal clientele with customer requests.

Provided a diplomatic approach to customer situations.

Supplied consistent results under time-sensitive and stressful conditions.

Maintained extreme focus on attention to detail.

Used effective oral and written communication.

Implemented quick thinking problem-solving capabilities.