JOSHUA BLALOCK

Dallas–Fort Worth metroplex, TX

♦ E-mail: Inquiries@JoshuaBlalock.com ♦ Web: www.JoshuaBlalock.com

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Objective Software Engineer

My goal is to secure a challenging and rewarding position in planning, developing, and implementing state-of-the-art software applications.

Computer Skills

Languages	C, C++, C#, Rust, JAVA, PowerShell, SQL, PHP, JavaScript, CSS VBScript, HTML, XML, XHTML, JSON
Development Environments	Microsoft Visual Studio, TFS, Git, SVN, Azure, Softlayer, Go continuous delivery - ThoughtWorks, Inc.
SQL Server	SSMS, Database design, Profiling, Tuning, Indexes, Stored Procedures, Views, Triggers, Relationships, Redgate Software database management tools
Frameworks	.NET, .NET Core, .NET Framework, .NET Standard, ASP.NET, ASP.NET MVC, ASP.NET Web API, ASP.NET Core, ASP.NET Web Pages, WPF, WCF, AJAX, jQuery, Kendo UI, Entity Framework, log4net, Selenium Web Test, CodeSmith tools, NuGet, w3.css, Bootstrap, AngularJS, Vue.js, NuGet
Operating Systems & Applications	All Versions of Microsoft Windows, Linux, FreeBSD, Internet Information Services (IIS), MS Excel, Apache HTTP Server, Telerik Fiddler, Photoshop, GIMP, WireShark, NARTAC SOFTWARE IIS Crypto
Concepts	OOP, SDLC, Agile, SCRUM, Continuous Delivery, Refactoring, Software Design Patterns, Microservices, Multithreading, Asynchronous programming, Test-driven Development, OAuth, SAML, REST, SOAP, Automated Testing, ORM, TCP/IP, UDP, Network Sockets, HTTP 1.0, 1.1 and 2, TLS, TLS certificates, CDN, DNS, Firewall, SMTP, Cloudflare, SMS/MMS, Domains, IPv4/IPv6, two-factor authentication, reCAPTCHA v2-v3, OWASP

PROFESSIONAL EXPERIENCE

JMB Software, Dallas, Texas   2022 – Present

Freelance Developer

- Create software applications based on the requirements provided by clients.
- Testing software applications to ensure they work correctly and are free from bugs. If any issues are identified, work to fix them and ensure the software functions as intended.
- Updating and maintaining existing software applications. This can include adding new features, improving performance, and addressing security vulnerabilities.
- Work closely with clients to understand their needs, gather requirements, and provide regular updates on the progress of the project.
- Stay updated with the latest programming languages, frameworks, and tools.
- Assist with setting up and resolving issues related to hosting on various platforms such as Cloud, Dedicated Servers, and Bare Metal Servers. This includes setup and/or troubleshooting problems related to DNS, Security, Domains, Certificates, Networks, Firewalls, VPNs, and Performance, among others.

Cexchange, Dallas, Texas – Online trade-in and logistics provider   2011 – 2022
Software Engineer
- Full-stack development, maintenance, testing, and deployment of an electronics trade-in system used by Fortune 500 companies both online and through brick-and-mortar operations that span thousands of stores. Currently hosted, built, tested, and deployed on Azure. A monolith built on the .NET Framework using the Model–View–Controller architecture. Runs automatically through a Continuous Integration build pipeline through multiple environments matching production where automated unit tests and web tests are run to catch issues before UAT.
- Integration with multiple partner gift card providers including Stored Value Solutions for Target, CashStar for Walmart, and First Data for Toys "R" Us.
- FedEx, UPS, USPS, and AUS Post, integration for the generation of shipping labels.
- SAML integration with U.S. Cellular brick-and-mortar operations.
- Multilingual Email automation for communication with customers on their device trade-in.
- Collaborate with the customer service team to resolve any production issues.
- Mentor junior developers.
- SO 9001 Certified organization.
- Maintain compliance with the Americans with Disabilities Act if required by any of our partners.
- Enhance and maintain an internet Web portal used by the backend warehouse to receive products and track inventory.

ADT Security Services (formerly Broadview Security) - Irving, TX   Dec 2007 – 2011
Web Developer
- Involved in the complete lifecycle of software development for multiple projects utilizing Microsoft's technologies using a team approach with Developers, Business Analysts, and Project Managers to complete projects and meet deadlines.
- Conducted C# code reviews to ensure maintainability and ensure code standards were being followed.
- Mechanized a manual process used by dealer partners to assign technicians to jobs through a web-based application that relied on the use of C#, ASP.NET, Bing Maps API, JavaScript, AJAX, and MS SQL Server.
- Designed and developed a web application used by Human Resources to perform tasks related to employee leave of absence using C#, ASP.NET, MS SQL Reporting Services, and MS SQL Server.
- Created complex reports using MS SQL Server Reporting Services.
- Developed a "proof of concept" application in ASP.NET MVC and WPF using C# allowing field technicians to interface with a core database to complete jobs while working remotely at a customer's site.
- Enhanced and maintained an internet Web portal written in C# and ASP.NET used by over five hundred dealers to interface with a core database.
- Enhanced and maintained an assortment of complex and basic internal ASP.NET web applications built on ASP, ASP.NET, C#, JavaScript, and MS SQL Server.
- Contributed to a large set of C# .NET Class Libraries shared among developers.
- Enhanced and maintained Web and WCF services written in C#.
- Utilized Team Foundation Server for source control.

Verizon – Irving, TX   Feb 2006 - Dec 2007
Technical Specialist (Programmer)
- Mechanized reports and processes using C#, ASP.NET, and MS SQL Server that significantly reduced the amount of time spent completing each task, ultimately leading to improved productivity.
- Collaborated as a team to gather requirements, plan, and implement a dashboard metrics ASP.NET C# web application used by upper management to evaluate department and employee performance.
- Developed an ASP.NET C# web application called Storm Management and Response Tool (SMART) used by network switch surveillance technicians to manage and coordinate limited field personnel resources during major storms and disasters.
- Redesigned and maintained intranet ASP.NET C# web pages.

Network Switch Surveillance Technician   1998 – Feb 2006
- Monitored Verizon's nationwide Public Switched Telephone Network and provided a point of contact for technical support to field technicians.
- Assisted in alarm fault isolation, emergency service restoration, and workaround procedures.
- Coordinated field technician maintenance activities.
- Completed service outage reports and informed NOC management of adverse service conditions.
- Operated an IBM Workstation as the primary interface to all tools/systems.

Nissan Diesel – Irving, TX   1997 – 1998
Network/Operations Assistant
- Assisted a network operations manager in supporting a large Ethernet network running Netware version 3.12.
- Assisted with phone support for Nissan Diesel's multiple dealers experiencing difficulty logging on to the IBM AS/400 to make warranty claims, order parts, etc.
- Diagnosed software and hardware problems on workstations, IBM ThinkPad, and Toshiba laptops.

Knowledgebroker - Irving, TX   1996 – 1997
Help Desk
- Performed hardware and software support for Toshiba desktops and laptops over the phone.
- Provided technical information to the software development department regarding error messages, problems, symptoms, and how-to questions.
- Assisted with the training of new technicians.

EDUCATION   A.A.S., ELECTRONICS ENGINEERING TECHNOLOGY
ITT Technical Institute, Texas, 1998