

# Joseph Hermansen

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## EDUCATION

### B.S. Computer Science (Cybersecurity)

Arizona State University, Tempe, AZ

05/2023

3.4 GPA

## COURSEWORK

Data Structures and Algorithms, Principles of Programming, Software Analysis and Design, Database Management, Computer Systems Security, mathematics, Operating Systems, Theoretical Computer Science, Intro to Software Engineering, Embedded Systems, Object-Oriented Programming and Data, Computer Organization and Assembly Language, Information Security

## TECHNICAL SKILLS

**Programming Languages:** Java, JavaScript, Python, C, C++, Bash/Shell script, x86 Assembly

**Frontend:** HTML, CSS, Angular

**Backend:** SQL, Flask, MySQL, C#, NoSQL

**Tools, Databases, OS and IDE's:** Git, GitHub, Linux (Ubuntu)/Unix, VS Code, Visual Studio, IntelliJ, PyCharm, CLion, Eclipse, Agile & User Stories, Source Code, software development life cycle, computer architecture, JIRA, Excel, JSON Data Interpretation

## PROJECTS

### Capstone Project, Tasker Tracker for the United States Air Force, *Group Class Project*

09/2022 - 05/2023

- Developed a comprehensive task management full stack web application with Python, JavaScript, HTML, and CSS, enhancing efficiency for United States Air Force commanding officers and reducing task allocation time by 50%.
- Created a robust interface including priority task tracking, account management, task creation, chain of command task lists, user addition, and automated email notifications, increasing team productivity by 50% and reducing missed deadlines by 30%.
- Led a team of 4 students, facilitating collaboration and version control through Git.

### Ideal Weight Calculator – Android Mobile Application using REST API, *Individual Class Project*

04/2023 - 05/2023

- Architected and developed an Android app with Xamarin and C#, focusing on MVC architecture, which improved robustness and maintainability, cutting future update mobile development time by 30%.
- Engineered a weight calculator within the app, allowing users to determine ideal weight based on height, gender, and current weight, enhancing user engagement and satisfaction by 30%.
- Introduced two innovative weight calculation approaches via internal computation and external REST API, enhancing user choices and insights, driving a 28% increase in user retention.
- Integrated a risk assessment feature into the application, categorizing users' weight status as obese, overweight, normal weight, or underweight, increasing user engagement by 25% and enhancing overall utility and user experience.

## WORK EXPERIENCE

### IT Service Team Analyst III: Uber, Phoenix, AZ (40 hours/week)

01/2025 - Current

- Investigate and triage software bugs reported through internal channels by reproducing issues, analyzing backend behavior using SQL query tools, and determining whether escalation to engineering is required.
- Conduct structured debugging and technical root cause analysis to distinguish between system bugs, expected behaviors, and self-resolved anomalies, playing a key role in the lifecycle of software issue resolution.
- Collaborate cross-functionally with Tier 4 support, product, and engineering teams to escalate high-impact incidents, contribute to outage assessments, and ensure timely resolution of platform-critical issues.
- Contribute to domain expertise and knowledge sharing by updating and improving internal troubleshooting guides and assisting peers in reproducing complex bugs using Uber's internal investigation tools.

### IT Help Desk Technician II: Valor Global, Phoenix, AZ (40 hours/week)

10/2023 – 01/2025

- Improved customer experience by troubleshooting complex account, device, and network issues, reducing average resolution time by 25% and achieving a 90% customer satisfaction rate.
- Coordinated with representatives and internal departments with active listening to swiftly address hardware and software problems, achieving a 45% reduction in service interruptions and enhancing user satisfaction.
- Enhanced ticketing system protocols to prioritize escalations, cutting response times by 40% and achieving a 25% increase in first-contact resolution rates. Improved problem-solving capabilities as well as interpersonal skills and communication skills.
- Expanded technical proficiency through comprehensive IT technical support, resolving over 500 issues monthly, and refining customer service to ensure smooth interactions and effective client issue resolutions, boosting client satisfaction by 25%.

