

Joshua G. Palmeri

SOFTWARE DEVELOPER // TEAM LEADER

174 Fairway Drive, Wading River, NY 11792 // (631) 603-1453 // palmerijosh@gmail.com

- PROFILE** Developer with 7+ years of professional experience in developing enterprise solutions for business systems. Expert-level programmer with 5+ years of leadership, team-building and supervisory experience. Leader and Manager who cultivates excellence, fosters collaboration and inspires greatness.
- SKILLS** PHP, MySQL, JavaScript, jQuery, HTML5, CSS3, JSON, XML/XSL, Git, MAMP, Apache Configuration
Strong working knowledge of object-oriented programming, UI & UX, Mobile Design, Brand Development
Web Services, REST APIs, Database Design, Systems Integration
ERP, CRM and CMS Development (Oracle RightNow, OU Campus, WordPress, Perch)
Project Management, SDLC activities including Business Analysis, Technical Specifications, User Documentation
Knowledge of Financial Supply Chain Management and Budget Processes
Enterprise Analytics, Google Analytics, Tag Manager, SEO
- EXPERIENCE**
- Web Developer & Supervisor** **Stony Brook University** *February 2014 – Present*
- Oversee web development operation of primary and secondary websites at Stony Brook University.
 - Oversee ongoing maintenance of SBU Web: 500,000 pages; average 3,000,000 monthly page views.
 - Lead and conduct all phases of SDLC, from business analysis to deployment and support.
 - Meet with campus stakeholders to develop project requirements. Define technical specifications.
 - Conduct business analysis and create project scope. Ensure that project remains within scope.
 - Develop front-end & back-end systems, relational databases, using client-side and server-side scripting.
 - Integrate OU Campus CMS, WordPress, Drupal and PeopleSoft data via use of APIs and Web Services.
 - Create and maintain project documentation and release notes.
 - Supervise, train and mentor direct reports. Provide vision & guidance for project development.
 - Lead daily status meetings. Review code, discuss improvements and provide project direction.
 - Serve on University committees, including several Hiring Committees and Team Culture Committee.
- Founder, Web Developer** **Inspiro Designs** *May 2013 – May 2017*
- Design and develop custom web solutions according to modern web architecture and best practices.
 - Oversee project lifecycle, from requirements analysis to coding, deployment and maintenance.
- CRM Developer & Administrator** **Nikon Inc.** *January 2012 – February 2014*
- Design and develop Nikon Customer Support enterprise system within Oracle RightNow CRM.
 - Travel to regional call center regularly to conduct business analysis & meet with customer service agents.
 - Develop project requirements & create technical specifications for web-based solutions.
 - Design, develop, test, and deploy solutions for Nikon web across multiple locales and languages.
 - Ensure daily operation of CRM system: 1.5 million customer records in four locales, multiple languages.
 - Design & implement streamlined CRM workflows to improve agent experience. Train CRM administrators.
 - Develop enterprise-level system integrations between ERP systems via web services.
 - Perform data imports (400,000+ records). Cleanse data and perform QA.
 - Design and develop HTML Emails to list of 1 million+ customers and dealers. Plan and manage campaigns.
 - Generate enterprise-level reports. Analyze and distribute results.
- Web Developer** **Nikon Inc.** *February 2010 – January 2012*
- Design & develop front-end promotional pages and business email for NikonUSA.com.
 - Manage UAT and QA process. Track bugs and implement fixes.
 - Create and manage content in Teamsite CMS. Perform user training.
- EDUCATION** **Dowling College** **Oakdale, N.Y.** *May 2011*
B.S. Computer Science, Web Design; Summa Cum Laude
- RESOURCES** **Stefan Hyman**, *Assistant Provost, Admissions*, Stony Brook University. (631) 632-9148
Mitchell Menarchem, PMP, *Program Manager*, Stony Brook University. (631) 632-4323
Jeff Wiedre, *Customer Support Manager*, Nikon Inc. (631) 525-1967