

Joseph Hooker

1501 Garland Ave, North Little Rock, Arkansas 72116 • (901) 491-4561 • jcolehooker@gmail.com

My Site: josephhooker.dev • [Github](https://github.com/josephhooker) • [LinkedIn](https://www.linkedin.com/in/josephhooker)

WEB DEVELOPER, PROGRAMMER, IT HELP DESK REPRESENTATIVE

Years of experience in technology and solid background in customer service; IT help desk background

Creative, pleasant, hands-on professional with extensive experience in responsive, project-oriented customer service in web development and other industries; strong believer in the importance of relationships, with a solutions-driven sense of customer service that strongly emphasizes collaboration with the client; commitment to learning and implementing a wide variety of technologies in a cooperative group, finding software solutions in pursuit of shared goals.

Key skills include:

- C#
 - HTML / CSS
 - JavaScript
 - Python
 - C++
 - ASP.NET Core
 - jQuery
 - Ajax
 - Vue.js
 - React
 - GitHub
 - jQuery DataTables
 - Antivirus Software
 - Mobile Devices
 - Windows and MacOS
 - IT best practices and troubleshooting
 - Experience with a variety of equipment: PCs, printers, monitors, mailing and metering, hubs and docking stations
 - LAN / WAN
 - Frontend and Backend experience
 - **2023 CompTIA A+ Core I passed (Core II pending for full certification)**
 - HTML Email design – marketing
 - Responsiveness – mobile-friendly design
 - Extensive history of customer service
 - Cleared by extensive Federal Government background check in 2022
 - Visual Studio 2022
 - VS Code
 - SQL Server
 - Management Studio (SSMS)
 - Adobe Creative Suite (Photoshop, Illustrator)
 - GIMP, Inkscape
 - Microsoft Office 365 (Word, Excel, PowerPoint)
 - REST APIs
 - Agile Development
-

TECHNICAL PROJECTS

Web App for Asset / Inventory Management

Duration: 30 days

Technologies Used: ASP.NET Core MVC, HTML5 / CSS3 / JavaScript, jQuery, Bootstrap, Git (GitHub), jQuery DataTables, Select2, SweetAlert

- Designed and implemented app that allows users to add, remove, and track various high-value devices
- Front end built with HTML, CSS, and Bootstrap
- Data bound to indexed, searchable, and paginated jQuery DataTables, with alerts via SweetAlert ; Select2 dropdowns
- Form validation in part with Parsley.js

Novel Web App for Streaming Platforms ("Stream Bunny")

Duration: 60 days

Technologies Used: HTML5 / CSS3 / Bootstrap, Python / Django, JavaScript / jQuery / Ajax, BCrypt, Git (GitHub), External APIs

- Designed app (generating wireframes on diagrams.net schematics site) for searching through comprehensive database of movies and TV shows to see what streaming platforms currently carried them; involved utilization of several distinct API dependencies
- Integrated an external API that "scraped" IMDB (Internet Movie Database) for movie title, actor, director, etc, information; tied in a second API which delivered up-to-date data on which streaming services offered which movie / TV titles; assembled small team & played leadership role in delivering MVP by set date; implemented Git version control (via GitHub) and Agile-style collaboration (primarily via Discord), where quality, functional teamwork was paramount
- Created front end with HTML and CSS (further enhanced with Bootstrap); complemented site functionality with JavaScript and jQuery, and streamlined API calls from front end with JavaScript, utilizing jQuery and Ajax
- Utilized a Django framework to link back and front ends; created user Registration and Login system (including verification, with BCrypt implementation for security purposes), as well as a discussion page, and maintain User sessions
- Organized complex back end using Python (with Django's relational database, and Object-Oriented models system), which also was used to make requests to APIs and parse the data obtained

PROFESSIONAL PROFILE

FREELANCE WEB DEVELOPER

2021-Present

- Reconfigured the website for the regional branch of a national political advocacy group using Wordpress
- Provided consultative services for local artists on deploying their professional websites
- Developed full stack web application for local logistics company with .NET Core backend (with temporary portable Sqlite database) and Vue.js frontend
- Deployed using Google Domains and Netlify, via Github
- Provided in-home IT consultation and support

IT HELP DESK / PROGRAMMER, RP PROFESSIONAL SERVICES (CONTRACTED TO SMALL BUSINESS ADMIN)

2022-2023

- Conceived of, proposed with wireframes and technical documentation, and developed various web apps in ASP.NET Core MVC to meet local SBA headquarter's needs
- Developed frontend with HTML, CSS, and JavaScript, using various frameworks such as jQuery (with AJAX calls to backend)
- Provided IT support for SBA employees experiencing issues with their Virtual Desktops, via Microsoft Teams, email, etc.
- Provided support for SBA employees on the locally-maintained site Sceptar, used for processing loans
- Helped to implement new inventory system for technological assets to replace the out-of-date one then instituted

LEAD PRODUCTION COORDINATOR, FEDEX OFFICE

2017-2022

- Mentored coworkers at all levels of experience across several regions, and taught them to use the company's proprietary print production software, Microsoft Office Suite, and Adobe Creative Suite, over several years as a Lead Production Coordinator at FedEx Office
- Managed intake of eCommerce print production jobs, which included Direct Mail (postage, mail merge, etc), design projects, signage on a variety of substrates, oversize printing, high volume color and black and white printing
- Translated the most raw customer design requirements into a professional finished product with Adobe Creative Suite, both in consultation with design team and independently
- Led coworkers in a production team after advancing into this role from Customer Consultant
- Liaised with technical support on a weekly basis to solve server and other IT issues

CUSTOMER CONSULTANT, FEDEX OFFICE

2012-2017

- Used excellent written and verbal communication skills to convey technical concepts to the widest imaginable variety of FedEx Office customers, many having little familiarity with technology – translated their rough creative outlines to a professional finished product
- Proactively and independently took on new FedEx Office initiatives like the AT&T Pack & Returns system, and immediately began training colleagues in its SOP; this program has become an immense success

EDUCATION & ACCREDITATION

HENDRIX COLLEGE, Conway, AR.

BA, Liberal Arts, 2007. 3.5 GPA.

CODING DOJO, Bellevue, WA.

Certification (With Highest Distinction), Web Development, 2022.

UNIVERSITY OF ARKANSAS – LITTLE ROCK, Little Rock, AR.

MS, Computer Science, In Progress (Expected graduation date of 2026). 3.4 GPA.

COMPTIA A+ CERTIFICATION (PENDING)

Core I passed; Core II upcoming.