

# Joseph S. Valencia

14 Hemlock Drive ♦ Neptune, New Jersey 07753-3319 ♦ (732) 918-1804 ♦ JoeValencia32@gmail.com

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## Profile

An experienced Information Technology Professional well versed in application design and development across a wide range of platforms. Expertise includes conception, design, development and support of data collection, executive reporting and process flow applications for individual and enterprise-wide use. Ability to assess end-user immediate needs, as-well-as anticipate and suggest future enhancements to existing tools and procedures. Equally comfortable working with well-seasoned IT professionals and the technically apprehensive. A strong motivator and proven leader who is admired by his peers and respected by his supervisors. An architect of change who is comfortable in the present but never afraid of the future.

## Programming Languages and Technologies

- ♦ Visual Basic (VB, VB.NET, VBA)
- ♦ ASP.NET
- ♦ SQL / SQL Server
- ♦ MySQL
- ♦ PHP
- ♦ HTML
- ♦ Cascading Style Sheets (CSS)

## Software

- ♦ Microsoft Access
- ♦ Microsoft Excel
- ♦ Microsoft Outlook
- ♦ Microsoft PowerPoint
- ♦ Microsoft Word
- ♦ Microsoft Visual Studio
- ♦ SQL Server Management Studio
- ♦ DevExpress Web Controls
- ♦ CoffeeCup HTML Editor
- ♦ HomeSite HTML Editor
- ♦ OpenOffice Suite

## Professional Experience

### MANAGEMENT

- ♦ Staff Manager responsible for as many as 15 consultants. Responsibilities included:
  - ♦ Monitored work-in-progress to assure on-time delivery
  - ♦ Led weekly status conference calls; reviewed status of current issues
  - ♦ Provided training and orientation to new employees
  - ♦ Wrote consultant performance reviews
  - ♦ Reviewed and approved timesheets and status reports
- ♦ Project Leader:
  - ♦ Excel to Access data consolidation and reporting team. Responsible for design of application and coordinating team of developers.
  - ♦ White Glove Customer Support application. Responsible for coordinating the development from inception thru completion.

### APPLICATION DESIGN AND DEVELOPMENT

- ♦ Designed and developed a wide variety of applications, including:
  - ♦ Accounts Payable Invoice Approval System – distributes and tracks invoices for payment approval
  - ♦ PCI Compliance Training module – provides learning material w/ follow-up questions, maintains record
  - ♦ White Glove Customer Support application suite. – maintains detailed recordkeeping of customer issues for internal SME to proactively contact customers with resolution
  - ♦ Tracker application suite - captures opportunities to drive coaching / training at the front lines of our customer support.
  - ♦ ACH Report – reduced time to create the report from 30 minutes to 30 seconds
  - ♦ Monthly Electronic Remittance Report – reduced time to create the report from 20 minutes to 30 seconds
  - ♦ Employee Recognition Awards Program tracking application – captures, tallies and reports all votes, prints certificates of recognition
  - ♦ Wireless Phone Bill application – tracks all wireless phone bills from various vendors and assigns them to the proper department while keeping the individual records available for viewing by authorized personnel.

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## Employment History

VONAGE – Holmdel, New Jersey

**Software Engineer II, 2006 to Present**

BRISTOL-MYERS SQUIBB – Princeton, New Jersey

**Programmer/Analyst, 2003 – 2006 (contract)**

VOLT/PROCURESTAFF – Parsippany, New Jersey

**Access/Excel/VBA Developer, 2003 (contract)**

ARCH INSURANCE – New York, New York

**Access/Excel/VBA Developer, 2003 (contract)**

CADBURY ADAMS USA LLC – Parsippany, New Jersey

**Excel/VBA Developer, 2003 (contract)**

HONEYWELL INTERNATIONAL – Morristown, New Jersey

**Excel/VBA Developer, 2002 - 2003 (contract)**

AIG AMERICAN GENERAL – Neptune, New Jersey

**Technical Assistant, 2002 - 2003**

MERCEDES BENZ – Montvale, New Jersey

**Excel/VBA Developer, 2001 - 2002 (contract)**

AVENTIS PHARMACEUTICAL – Bridgewater, New Jersey

**Excel/VBA Developer, 2001 (contract)**

PFIZER – Parsippany, New Jersey

**Access/Excel/VBA Developer, 2001 (contract)**

TELCORDIA TECHNOLOGIES – Piscataway, New Jersey

**ToolBook CBT Developer, 1998 - 2000 (contract)**

LUCENT TECHNOLOGIES – Bridgewater, New Jersey

**Web/Excel/VBA Developer, 1996 - 1998 (contract)**

## Education

MORAVIAN COLLEGE – Bethlehem, Pennsylvania

BROOKDALE COMMUNITY COLLEGE – Lincroft, New Jersey

## Websites

JOE VALENCIA – PROGRAMMER – <http://valenciaConsulting.bravehost.com>

HAMILTON UNITED METHODIST CHURCH – <http://www.gbmg-umc.org/humc1/>

MY WAY HOME ANIMAL RESCUE – <http://www.mywayhomerescue.com>

NEPTUNE LITTLE LEAGUE – <http://www.angelfire.com/planet/neptunell/>

NEPTUNE WRESTLING – <http://neptunewrestling.comxa.com>

NEPTUNE LACROSSE – <http://neptunelacrosse.vacau.com>

JOE VALENCIA – PHOTOGRAPHY – <http://photoByJoe.bravehost.com>