JOSHUA GUTHALS

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Website joshuaguthals.com

Skills: Team Lead, Principal Engineer, Program & Engineering Management, Third-party Integrations, Internal APIs

LinkedIn linkedin.com/in/jguthals

Tools: Figma, Jira, Notion, SQL, Sidekiq, Ruby/Rails, Redis, AWS, S3, Twilio, React, JS, CSS3, HTML5

GitHub github.com/zioplox11

Work Experience

Invoy Health   Irvine, CA | Chicago, IL

Senior Software Engineer   Oct 2021 - Sept 2023

- Selected for Interim Engineering Lead role, managing cross-platform syncs, daily operations, and bi-monthly sprint cycles, enhancing team productivity by 30%.
- Implemented in-app self-service for customer program adjustments, resulting in a 20% reduction in repetitive analyst workload, freeing 4+ hours weekly per analyst for personalized user interactions.
- Developed backend APIs to streamline access to analytics, educational content, and program insights, boosting customer satisfaction scores by 25%.
- Leveraged engineering talent to reduce shipping & fulfillment bugs, reducing manual interventions by 15%. Integrated low-code solutions for marketing pages, saving 100+ engineering hours annually.
- Supervised SSL certificate implementation and firmware testing & integration projects, ensuring robust app security and functionality. Caught & resolved critical bugs in customer calibration reports.

Mobile Commons by Upland Software   New York, NY

Senior Lead Software Engineer   Sept 2021 - Oct 2021

- Spearheaded an increase of SMS and MMS delivery speeds by over 450%, via custom 'Fast Track' premium messaging feature, significantly improving blue-chip customer satisfaction.
- Trained mid-to-senior engineers on code-base, establishing mentorship to promote professional growth. Mentorship resulted in 33% higher engineer retention, as team members stayed for ongoing guidance.
- Steered custom reporting projects for high-revenue clients, accelerated new engineer onboarding, and optimized project allocation among engineering team members.

Senior Software Engineer   Dec 2015 - Sept 2021

- Led custom feature design for prominent clients like the Biden Campaign, American Red Cross, Amnesty International, and Everytown for Gun Safety. Delivered tailored solutions that greatly amplified customer outreach and impact, decreasing annual churn risk for high-revenue clients by 20%.
- Vastly reduced price per message for multipart SMS via Ruby SMPP, increasing profitability over 35%.

Research Foundation CUNY (Center for HIV Studies)   New York, NY

Recruitment Specialist & Webmaster   Feb 2012 - Dec 2013

- Managed 20+ recruiters; doubled recruitment yields, met recruitment targets 4-8 weeks early on multiple large studies.

Education

General Assembly   New York, NY

Web Development Immersive Student   Jan - Sept 2014

- Completed full-time four month+ program led by industry professionals (Rails, JQuery, Backbone).
- Developed web applications in student teams, based on course training — e.g. "Prowl," Backbone-based LGBT networking site & "MyBoro," one-page site with geolocation-based scrape of Google Movies' API.

New York University   New York, NY

MA: Music Technology | 3.9/4.0 GPA; Tonmeister with Honors Certificate.   2009-12

- Courses in C/C++, Digital Signal Theory (Matlab), DSP, Digital Acoustics. Master's Thesis on digital pitch correction chosen as instructional guide for future Master's candidates.

Rice University Houston, TX **BA: Psychology; 3.8/4.0 GPA; Cum Laude; National Merit Scholar.**

University of Oxford Oxford, England **Direct Exchange Program: Developmental Psychology.**

Additional Interests

SC Tennis LGBT+ Doubles League | **Team Captain**   May 2023 - Current

- Schedule team practice sessions in Chicago, IL. Present game plans and strategies, debrief after matches.

Bucktown View Condominium Board | **Treasurer**   Jan 2023 - Current

- Elected as signatory authority of Condo Board for 33-unit building in Chicago, IL. Role: Treasurer Maintain health of financial reserves, approve annual budgets, host building-wide meetings.

NYC HIV Planning Group | **Workgroup Chair**   Jan 2014 - Dec 2021

- Appointed Dept. of Health/CDC board member. Role: Chair of Membership & Community Engagement. Recruited, selected, and retained qualified community members for board. Presented workgroup plans to board, community stakeholders, & CDC liaisons. Attended retreats with esteemed healthcare leaders.

Kind Monitor | **Founder, Bandleader**   2008 -12

- Founded indie rock band in Brooklyn, NY. Managed rehearsals, musician contracts, and recording sessions. Self-produced recordings at NYU studios. Booked & promoted 25+ shows in Manhattan and Brooklyn (Joe's Pub, Knitting Factory), interviewed in podcasts & blogs, placed music in several films.