

# Joseph Varacalli

To leverage my expertise in software engineering to develop innovative solutions and contribute to the success of a dynamic technology-driven organization.

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📍 Windsor, ON

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## WORK EXPERIENCE

### Netfore Systems

Solutions Engineer

June 2021–Present

- Developed Telephone Intelligent Virtual Agents and Chatbots for clients in need of virtual services
- Leveraged and Trained AI agents for client Intelligent Virtual Agents speech recognition and Chatbots conversations
- Driven customer requirement meetings and discussions
- Led large client projects using agile software development methodologies
- Managed team to successfully deploy IVA projects
- Reviewed peers code to ensure quality output
- Improved clients Intelligent Virtual Agents 50% more efficient than their current services
- Completed projects and deadlines 25% ahead of schedule
- Implemented REST APIs to fit with customers design

### RW & Company

Sales Specialist

October 2019–June 2021

- Demonstrated Sales Specialities in menswear.
- Tasked with helping various customers about styling tips, sizing, and product information

### Green Shield Canada

Claims Adjustor

May 2018–August 2020

- Achieved claims target processed per hour at 18 claims/hour, target was 11 claims/hour
- Researched rules and applied to each specific claim with minimal supervision
- Collaborated with supervisors and coordinators with more difficult claims

## EDUCATION

### University of Windsor

Bachelor of Computer Science

September 2017–April 2021

- Honours with a Specialization in Applied Computing

## SKILLS

Technical: JavaScript, Python, Rest API, React, Git

Soft: Teamwork, Creative Problem Solving, Communication, Leadership, Agile