**Joseph Ess**

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**SOFTWARE ENGINEER ● SENIOR SYSTEMS ANALYST ● IT TEAM LEADER**

Highly analytical, results-driven, and performance-focused IT professional with years of experience in design and support of enterprise software development and systems analysis in diverse industries. Demonstrated success leading innovative solutions in business relationship management, project management, business, and systems analysis, in areas of business applications and data management. Expert at leading complex multi-stage projects and supporting technical implementation while working on multiple products. Proven success innovating state-of-the-art solutions on time and under budget. Highly regarded as a key resource, critical thinker, and out-of-the-box problem solver.

**CORE COMPETENCIES**

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| * Collaborative Leadership
* Strategic Planning / Implementation
* Software Engineering / Programming
* Technical Support Management
* IT Procedures / Solutions
* Business / Systems Analysis
* Project Management
* Disaster Recovery
 | * System Testing / Analysis
* Security Audit and Remediation
* System Integration
* Customer-Focused
* Team Management / Team Building
* Technical Documentation / Editing
* Excellent Communication Skills
* Problem Resolution / Troubleshooting
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| * Business Continuity
 | * Moderator at Coderanch.com
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**TECHNICAL SKILLS**

 **Programming:** Spring Boot, Hibernate, Java, Struts, JQuery, JUnit, Oracle DB, Bootstrap,

 Javascript, HTML, XML, Agile, Python, Web Services, Shell Scripting,

 Microservices

 **Software:** Weblogic, Tomcat, Eclipse, Git, Maven, Ant, Docker, Cygwin, VmWare Workstation



**PROFESSIONAL EXPERIENCE**

**Cleveland Clinic MyConsult,** Beachwood, OH **2005 - 2020**

Cleveland Clinic is a world leader in harnessing technology to improve patient experience and outcomes.

***Manager 2010 - 2020***

***Web Developer, Lead 2007 - 2010***

***Systems Analyst 2005 - 2007***

Spearheaded ongoing development and performance of MyConsult. Our motto is “Care Through Code,” a philosophy in which the reach of clinic caregivers is extended beyond physical boundaries through technology.

* Maintained close relationship with clinical team of physicians and nurses as well as external users to include email, phone and in-person technical support. These relationships enabled the team to identify areas for improvement, automate tedious processes, and create a more intuitive user experience.
* Led team through a transformation from organic process into an Agile development process; took the role of Iteration Manager to follow through on Agile principles.

**Cleveland Clinic MyConsult** (Continued)

* Leveraged Open Source technologies to increase MyConsult capabilities without increasing budget; used OpenOffice for document conversion and LiveHelp for online user support.
* Guaranteed availability of the MyConsult website via remote monitoring, log analysis, load simulation.
* Demonstrated, specified, implemented, and enforced code and process standards. This included audits to ensure adherence to legal and contractual requirements such as HIPAA, payment card industry, GDPR, and clinic standards.
* Analyzed new technologies to simplify maintenance of the existing code base and collaborated with team on proof-of-concept development and implementation of selected courses of action. Introduced continuous integration with Jenkins, unit testing with JUnit and Mockito, replacing EJB’s with Hibernate, upgrading Struts 1 to Struts 2 then Spring MVC, and many other smaller improvements.
* Surpassed expectations in team retention, yielding eight years of seamless teamwork.
* Automated the process for onboarding a physician for the MyConsult program with input from accounting, Office of Professional Staff Affairs, clinical resources, and the physicians themselves. Created the Physician Management Application and streamlined the process; eliminated errors and duplication of effort. Updated application according to changing user requirements:
* Created automated database backup, allowing rollback to the last stable state of database.
* Incorporated process improvements in Physician Management Application suggested by user input.
* Improved process to allow user to review changes imported from external systems resulting in no significant downtime.
* Developed new applications for other clinic departments including requirements gathering, prototyping, development, testing, deployment, and ongoing maintenance:
* Global Patient Services Case Management: Medical case management and patient tracking application.
* Program Advanced Medical Care: Developed for marketing and network services, this application manages the process of patients visiting the clinic through contracted employers.
* Global Med Assist Program: Tracks emergency medical consultations between the clinic, Vigilint (a telemedicine provider), and contracted entities.
* MapApp, a live map that displays the location of clients visiting MyConsult and related applications via the geolocation of client IP addresses.

**Booz Allen Hamilton,** Cleveland, OH **2000 - 2003**

Global consulting firm offering services in analytics, digital solutions, engineering, and cybersecurity.

***Senior Consultant***

Designed and implemented intranet-based applications for financial planning, tracking and reporting.



**EDUCATION**

* **Bachelor of Science (BS) in Computer Science,** 1997
* **Bachelor of Art (BA) in English,** 1992

 The University of Akron, Akron, OH

**MILITARY EXPERIENCE**

* **Army National Guard, B Co, 112th Engineering Bn,** Brook Park, OH, 1987 - 1995

 Sergeant (E-5), Team Leader, Honorably discharged

**VOLUNTEER / COMMUNITY AFFILIATIONS**

* Eagle Scout – Boy Scouts of America, Troop 177, Stow, OH
* Assistant Scoutmaster – Boy Scouts of America, Troop 327, Hudson, OH