

Joseph Varacalli

Software Engineer

Windsor, Canada, joe88@hotmail.ca

Professional summary

Highly skilled Software Engineer with a proven track record of enhancing efficiency and driving innovation in software solutions. Proficient in JavaScript, Python, and React, with strong leadership and creative problem-solving abilities. Seeking to leverage expertise in a dynamic, technology-focused organization to deliver impactful results.

Employment history

Solutions Engineer, Jun 2021 - Present

InflowCX (Previously Netfore Systems), Ottawa, Ontario

- 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
- Research and evaluate emerging technologies and trends in the virtual assistant and chatbot market to provide innovative solutions
- Driven customer requirement meetings and discussions
- Collaborate with cross-functional teams to identify areas for improvement and propose enhancements, resulting in a 50% increase in efficiency for clients' Intelligent Virtual Agents.
- Provide technical expertise and support to the sales team, contributing to the development of tailored solutions and successful sales interactions.
- Analyze client feedback and usage data to identify opportunities for product improvement, enhancing overall customer experience
- Implemented REST APIs to fit with customers design

Sales Specialist, Oct 2019 - Jun 2021

RW & Company, Windsor, Ontario

- Provided exceptional customer service by offering styling advice, product information, and personalized shopping experiences, resulting in increased customer satisfaction and loyalty.
- Implemented creative visual merchandising strategies to showcase the men's collection and attract customers.
- Stayed informed about emerging fashion trends and consumer preferences to capitalize on sales opportunities and drive growth.

Claims Specialist, May 2018 - Aug 2020

Green Shield Canada, Windsor, Ontario

- Communicated effectively with policyholders to gather necessary information for claim processing, ensuring smooth and efficient resolution processes.
- Ensured compliance with industry regulations and company policies, reducing the risk of audit findings.
- Collaborated with fraud detection team to develop strategies for detecting and preventing fraudulent claims, safeguarding company resources and maintaining policyholder trust.

Education

Bachelor of Computer Science, Sep 2017 - Apr 2021

University of Windsor, Windsor, Ontario

- Honours with a Specialization in Applied Computing

Skills

JavaScript, Python, React, Teamwork, Communication, Leadership, Agile Software Development.

Links

My Website: www.josephvaracalli.com, LinkedIn Profile: www.linkedin.com.