



**Josh Klein**

Senior Software Engineer

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## Professional Summary

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- ▶ Senior PHP developer with 20+ years of experience owning, building, and maintaining production PHP/Laravel systems for enterprise applications
- ▶ Specializes in taking end-to-end ownership of complex, long-running platforms, including legacy system modernization with a strong focus on stability, backward compatibility, and business continuity
- ▶ Architected and delivered enterprise e-commerce and B2B platforms end-to-end, spanning payments, shipping integrations, analytics, and internal tooling
- ▶ Strong in database design, query optimization, and RESTful API development, with hands-on experience securing production APIs using Laravel Sanctum
- ▶ Proven track record of making pragmatic technical tradeoffs, standing behind decisions, and delivering production-grade systems with transaction safety, performance optimization, and full-stack awareness
- ▶ Experienced in infrastructure and DevOps ownership, including multi-node systems, Docker-based deployments, and performance tuning in live production environments
- ▶ Skilled in AI assistant automation, LLM integration (OpenAI/ChatGPT API), and intelligent workflow automation to streamline operations and enhance productivity

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## Job Experience

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### Telesource – Senior Technical Lead

July 2024 - Current

Huntersville, North Carolina, US

- ▶ Architected and initiated Laravel 11 installation from scratch to modernize legacy PHP systems, implementing service-oriented architecture for maintainable, scalable codebase.
- ▶ Designed and developed new Laravel 11 applications with Livewire 3, implementing queue-based processing for large SQL datasets and Excel generation with real-time browser notifications.
- ▶ Built automated invoice processing system using Laravel, AI integration (ChatGPT API), and regex parsing to transform unstructured text into structured JSON for MySQL import and analysis.
- ▶ Implemented mobile-friendly check-in/out system with real-time integration to internal time management software, enabling remote vendor technician tracking and streamlined workforce management.
- ▶ Maintained and enhanced legacy PHP applications while modernizing critical components, ensuring backward compatibility and seamless transition to Laravel-based architecture.

### Rhino Lights LLC – Senior Technical Lead

November 2020 - July 2024

Huntersville, North Carolina, US

- ▶ Architected and developed enterprise e-commerce platform with Laravel 10 overlay on CS-Cart legacy system, maintaining 100% backward compatibility while delivering 50+ major features and modern responsive interface.
- ▶ Implemented service-oriented architecture with OrderService and CartService patterns, enabling direct database writes with transaction safety and bypassing slow legacy APIs.
- ▶ Built B2B dealer management system with custom pricing tiers, RESTful API access (Laravel Sanctum), and Electron desktop application for enhanced dealer experience.
- ▶ Integrated Stripe payment processing (Payment Intents, saved methods, webhooks), Shippo shipping API for dynamic rate calculation and label generation, and Cloudflare CDN with custom IP detection.
- ▶ Developed comprehensive analytics system with session-based user journey tracking, conversion funnel

analysis, and real-time dashboard using Livewire 3 for customer activity insights.

- ▶ Designed and implemented multi-node Dell PowerEdge C6400 server infrastructure with Proxmox virtualization, Docker containers, and redundant production/staging environments for enterprise-grade reliability.
- ▶ Built automated workflow systems including email notifications (Mailgun), order processing queues, and AI-powered product recommendations using OpenAI/ChatGPT API integration.

### TIAA CREF – **Technical Lead**

October 2013 - November 2020

Charlotte, North Carolina, US

- ▶ Led development team in delivering tailored prototype sales demos and custom solutions, collaborating with sales leads and project managers to meet business requirements.
- ▶ Spearheaded framework migration from Kohana to Laravel, improving performance and maintainability while building tools supporting proprietary applications.
- ▶ Architected and developed Laravel-based internal admin systems with Vue.js frontend, enabling team members to manage data, create prototypes, and streamline project deployment.
- ▶ Engineered Laravel admin solution integrated with company SSO system, ensuring seamless authentication and improved access to application features.
- ▶ Established Git version control and development workflows, enabling streamlined collaboration, faster code reviews, and successful transitions to offshore development teams.
- ▶ Partnered with IT counterparts to provide infrastructure solutions aligned with internal applications, ensuring seamless functionality and reduced downtime.

### Duke Energy – **Front End Developer**

April 2013 - October 2013

Charlotte, North Carolina, US

- ▶ Spearheaded the creation of custom jQuery plugins, tailoring features to specific project requirements and enhancing overall interactivity.
- ▶ Translated design concepts into hand-coded HTML layouts, achieving consistent design fidelity and minimizing rendering inconsistencies.
- ▶ Crafted mobile-friendly HTML markup with responsive interfaces, ensuring optimal user experience across various devices and screen sizes.
- ▶ Leveraged GitHub for version control, streamlining collaborative development efforts and ensuring codebase integrity.
- ▶ Analyzed and refactored anonymous functions within legacy code, transforming them into versatile plugins for improved code maintainability and reusability.
- ▶ Conducted comprehensive code reviews, identifying opportunities for codebase optimization and refactoring to enhance performance.
- ▶ Collaborated with cross-functional teams to ensure alignment with project goals, design specifications, and user experience standards.
- ▶ Evaluated and refactored legacy code, resulting in reduced load times and improved website performance.

### Lowe's Home Improvement – **Front End Developer**

January 2012 - January 2013

Mooresville, North Carolina, US

- ▶ Crafted customized jQuery solutions that enriched user experience, resulting in faster load times and increased user engagement.
- ▶ Led jQuery testing efforts utilizing QUnit, ensuring robust and error-free functionality across client projects, resulting in enhanced product quality.
- ▶ Collaborated within an Agile team, dynamically allocating resources to feature-based projects and tasks, driving faster project completion rates.
- ▶ Designed and implemented bespoke prototypes using semantic jQuery, HTML, and CSS, consistently delivering improved design aesthetics and user interaction.
- ▶ Engineered AJAX and JSON integrations within a Java environment, elevating data exchange efficiency and enhancing user interactivity.

- ▶ Successfully leveraged Charles Proxy to streamline server-side functionality testing, reducing debugging time and expediting feature deployment.
- ▶ Utilized TeamSite for seamless deployment of code changes to corresponding servers, ensuring smooth transition of enhancements to production environments.
- ▶ Integrated jQuery with Adobe Test and Target (T&T) for running campaigns and targeted tests, driving improved user engagement and increased conversion rates.
- ▶ Managed version control using GitHub, maintaining streamlined and organized repository management.

*Additional Work History available upon request.*

## Technology Skill Set

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PHP 8.2+ / Laravel 10/11/12	Service-Oriented Architecture / Repository Pattern	Eloquent ORM / Database Migrations
RESTful API Development / Laravel Sanctum	MySQL / SQLite / Query Optimization	Legacy System Integration / Modernization
Bootstrap 5 / jQuery / Livewire 3	Blade Templates / Responsive Design	Payment Processing (Stripe) / Shipping APIs (Shippo)
Email Services (Mailgun, Mailchimp)	Cloud Storage (AWS S3, DigitalOcean Spaces)	CDN/Proxy (Cloudflare) / Queue Management
Docker / Proxmox / Multi-Node Infrastructure	Git / GitHub / Version Control	AI Service Integration (OpenAI/ ChatGPT)
Personal AI Assistants / Workflow Automation	LLM Integration / Intelligent Workflow Automation	Activity Logging (Spatie) / Audit Trails

## Education

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### Art Institute of Charlotte

Associate of Applied Science: Multimedia and Web Design, March 2005

*Scholarship Award to the Art Institute of Charlotte*

*Awarded Most Outstanding Portfolio Spring 2005*

## References

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Available upon request