

# Josh Klein

## Senior Technical Application Architect

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### Professional Summary

- ▶ 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

### Job Experience

#### 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.

## 1095ez – **Developer** (Contract)

Contract Position

- ▶ Created a secure, authenticated portal enabling clients to upload PDF documents using Laravel, optimizing communication between clients and the company while reducing reliance on email exchanges, phone calls, and lost emails.
- ▶ Implemented a notification system, triggering email alerts to the company upon client document uploads, leading to faster response times and processing.
- ▶ Designed and integrated an admin portal facilitating seamless document download and processing, augmenting internal efficiency.
- ▶ Devised an automated workflow where uploaded documents were processed by the company, followed by document upload to the admin portal, triggering notifications to all involved parties and expediting review and acceptance processes.
- ▶ Resulted in reduced email traffic, centralizing document storage and fostering more organized collaboration.
- ▶ Built the application from scratch, incorporating the client's business concept, and crafted the MySQL database architecture to ensure efficient data flow and retrieval.
- ▶ Developed wireframes to map out the application's user interface and functionality, aligning development efforts with the client's vision.

## 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.

- ▶ 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)              |
| Activity Logging (Spatie) / Audit Trails     |  |  |

## Education

**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

Available upon request