Josh Yap

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Summary

Data-minded professional with 5+ years of experience spanning e-commerce, data engineering, and full-stack development. Deep background in the Adobe Commerce/Magento ecosystem — from infrastructure triage to frontend optimization — combined with hands-on ETL pipeline development, Python/SQL data workflows, and A/B testing at scale. Currently building an analytics portfolio and pursuing a transition into a data analyst role focused on insight storytelling and data-driven decision making.

Skills

Analytics & Data: Python (pandas, NumPy), SQL, Excel, Jupyter Notebooks, ETL pipelines, data visualization, exploratory data analysis

BI & Tools: Tableau, Google Analytics, GitHub, New Relic, Fastly, Optimizely

Development: JavaScript, Node.js, React, HTML/CSS, Django, Linux, Git, AWS

Platforms: Adobe Commerce/Magento, WordPress, Magento Cloud

AI & Productivity: Claude, GitHub Copilot, AI-assisted development and data workflows

Certifications: AWS Cloud Practitioner, Adobe Commerce Business Practitioner, Adobe Commerce Developer, Adobe Commerce Architect, Adobe Experience Manager Business Practitioner

Experience

Support Engineer · *Adobe* Oct 2021 – Present · Austin, TX

- Identify, investigate, and triage critical infrastructure issues across cloud, on-premise, and partner Adobe Commerce/Magento environments using New Relic, Fastly, and Linux tooling.
- Respond to support requests within SLA time windows at a 95%+ compliance rate.
- Assess and escalate potential bugs and defects to internal engineering teams with structured reproduction steps and impact analysis.

Frontend Developer · *Fusion92* Oct 2022 – May 2023

- Developed frontend A/B tests using modern JavaScript and Optimizely to validate the statistical impact of website changes across user cohorts.
- Coordinated with project managers and external stakeholders to design, implement, and iterate on testing campaigns, improving conversion metrics.

Fullstack Web Development Teaching Assistant · *2U / Coding Bootcamp at UT Austin* Oct 2021 – Oct 2022 · Austin, TX

- Mentored 10 students through a 90-person fullstack web development cohort; facilitated code reviews and debugging sessions that contributed to measurable improvements in project outcomes.

Data Engineer · *Civitas Learning* Dec 2018 – Apr 2021 · Austin, TX

- Developed ETL data mappings with Python and PostgreSQL to extract and ingest client data into a canonical schema for use in proprietary data science models.
- Reviewed and tested data pipelines with external customer teams; maintained less than 5% downtime disruption across client ingestion workflows.

Support Engineer · *Khoros* Jan 2018 – Dec 2018 · Austin, TX

- Responded to frontline support requests via phone, email, and chat with a 97%+ SLA first-response rate.
- Documented technical resolutions for recurring platform issues, streamlining knowledge transfer between support and engineering.

Founder · *Smash Crate* Sep 2016 – Feb 2018 · Austin, TX

- Founded a video game fan-art subscription e-commerce service that grew to 100+ partner content creators, 400+ monthly shipments, and $200,000 in annual revenue.
- Participated in local Austin startup accelerator and incubator programs; directed fulfillment operations, vendor procurement, and customer support.

Education

BS, Data Analytics (In Progress) · *Western Governors University*

BBA, Management Information Systems · Minor in Information Sciences · *University of Texas at Austin*

Full-Stack Web Development Certificate · *Coding Bootcamp at UT Austin*