

# Joshua Hagofsky

## Software Architect

Joshua Hagofsky  
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### Languages

Go, Typescript, C/C++, C#, Java, Perl, Python, PHP, Javascript, HTML, PromQL

### Frameworks & Tools

Angular, Bootstrap, jQuery, Tailwind, PHPUnit, Docker, MySQL, SQL Server, Apache, Kubernetes, AWS, Docker, Redis, Prometheus, Elasticsearch/Opensearch, Grafana, Consul, Vault, OpenShift, Snowflake

### Experience

#### Ontologics / Vice President of Software Development

APRIL 2021 - July 2025, SCOTTSDALE, AZ

- Designed and implemented a full-stack software solution utilizing Go, Angular, Opensearch, Snowflake, and AWS to analyze patent portfolios and provide key insights, resulting in a 700+% increase in efficiency for legal teams
- Developed robust data pipelines using Snowflake to ingest and process patent data
- Utilized CI/CD pipelines (Codepipe, Step Functions, ECS, Lambda, CloudFormation) for automated deployment and scaling of the application
- Implemented machine learning algorithms (regression models) to determine patent strength and identify emerging technology areas
- Worked with LLMs to provide insights into patent portfolios, including determining potential infringement risks

#### American Express / Site Reliability Engineer and Tooling Lead

JANUARY 2019 - APRIL 2021, PHOENIX, AZ (Full Time)

JUNE 2018 - JANUARY 2019, PHOENIX, AZ (Contractor)

- Setup and maintained observability tools including Elastic Stack and Prometheus to ensure reliability and performance of a new microservice based authorizations payment network, inside of OpenShift, supporting dozens of microservices and thousands of transactions per second
- Built custom dashboards in Grafana from multiple data sources to provide visibility into the health and capacity of the network
- Developed Golang based middleware to integrate Alertmanager with Moogsoft AIOps and ServiceNow
- Instrumented Java and Golang based microservice frameworks to include key performance metrics

#### Vonage Business (formerly Telesphere) / Software Architect

APRIL 2008 - JUNE 2018, SCOTTSDALE, AZ

- Implemented back office systems integration, migration, and automation
- Developed custom modules for SugarCRM
- Developed automated provisioning tools for the Broadsoft VOIP platform
- Created advanced call center agent tracking system for crisis response hotline
- Implemented reconciliation system to compare services contracted vs provisioned vs billed, across multiple systems uncovering thousands uncharged services
- Designed custom REST services to interact with various CRMs and customer applications
- Created custom integrations to GitHub and Jira to meet team's development cycle

#### High Performance Technologies Inc / Software Developer

JULY 2005 - APRIL 2008, DOVER, NJ

- Led development and engineering on an on-the-fly, XML configurable, High Level Architecture (HLA) module in C/C++ to interface with Runtime Infrastructure
- Developed infrastructure for pre-existing simulation modules to interact in an implementation independent manner
- Led development of gunner's display emulator in C# to run on Windows CE
- Developed various components of the US Army's Fire Control Web Portal in C#
- Provided advanced analysis of test data from numerous acoustic bullet detection systems
- Setup, administered, maintained, and secured sensitive systems for High Performance Computing site at NASA Ames Research Center

**Education**

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**Bucknell University / B.S. Computer Science with minor in Mathematics**  
SEPTEMBER 2001 - MAY 2005, LEWISBURG, PA

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**Awards**

Telesphere DEV-CON 1 Best Coder 2015 recipient.  
Two time Telesphere Employee of the Month recipient.