Joseph Laudati

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Portfolio: https://josephlaudati.com

Systems Analyst at MUSC and Clemson University Computer Science graduate with experience in enterprise telecommunications, software development and network infrastructure. Passionate about designing, implementing, and maintaining technology solutions that improve operational efficiency and everyday life. Dedicated to continuous professional development, technical problem-solving, and delivering reliable solutions.

Education

Clemson University, Clemson, SC *August 2022 - May 2026*
Bachelor of Science in Computer Science
Emphasis: Software Development

Work Experience

Medical University of South Carolina, Charleston, SC July *2026 - Present*
Systems Analyst I - Telecommunications

- Provision and administer enterprise telecommunications endpoints using Avaya Communication Manager and System Manager.
- Deploy VoIP devices and configure associated network settings throughout a clinical healthcare environment
- Troubleshoot and resolve ServiceNow incidents involving fax services, wireless connectivity, VoIP endpoints, and Vector Directory Numbers (VDNs).
- Participate in rotational 24/7 on-call coverage, responding to critical incidents and telecommunications service disruptions
- Provide technical support to clinical and administrative personnel, diagnosing and resolving telecommunications and connectivity issues affecting departmental operations.
- Install and configure voicemail and Avaya Workplace on mobile and stationary devices for medical staff.

Clemson University, Clemson, SC *October 2022 - June 2026*
Student Intern - Clemson Ticket Office

- Provided technical assistance and high-quality service to customers inquiring about Clemson Athletics events
- Supported ticketing operations using Ticketmaster Archtics software
- Resolved technical, logistical, and financial problems in fast-paced situations to ensure that patrons had the best experience while attending events

Lowes Home Improvement, Mt. Pleasant, SC *June 2021 - August 2022*

Sales Associate - Outdoor Lawn & Garden

- Provided customer support to customers when inquiring about products
- Operated heavy machinery (Forklift)
- Maintained stock levels for department.

Technical Projects

Independent Network Infrastructure and Home Lab

Network Engineering and Systems Administration | 2025 - Present

- Built and maintained an independent Ubuntu-based server environment hosting multiple network-accessible services
- Configured physical Cisco routers and Catalyst switches using Cisco IOS and serial console interfaces
- Designed an simulated segmented enterprise networks using VLANs, trunk links, Layer 3 switching, and inter-VLAN routing
- Implemented firewall policies using UFW to restrict and allow access to network services
- Deployed and administered Jellyfin media services and dedicated multiplayer game servers.
- Troubleshot layer 1 connectivity, Ethernet and duplex negation, application failures, and service availability

CUTigerPass

Full-Stack Application Development | 2025

- Developed and deployed a RESTful backend for a student-oriented ticketing platform using Python, FastAPI, SQLModel, and SQLite
- Implemented user authentication, administrative authorization, account management, and listing operations
- Developed email verification compatible with only active Clemson email accounts via Amazon SES
- Deployed application infrastructure on a self-administered Ubuntu Server.
- Designed relational database models and backend architecture to support application functionality and future expansion.

AWS Serverless Application
Software Engineering Capstone | 2026

- Developed server-less backed services using AWS lambda, Javascript, and Amazon DynamoDB
- Implemented RESTful endpoints for account management, order processing, notifications and user preferences
- Integrated notification services with order lifecycle events
- Implemented database queries, pagination, structured API responses, and error handling.
- Collaborated within a software engineering team to develop interconnected backed services.

Certifications

Cisco Certified Network Associate (CCNA) - In Progress

Technical Skills

Programming Languages: Python, HTML/CSS, JavaScript
Databases: MySQL
Tools & Technologies: Dell IDRAC, Ubuntu Server, AWS, Arctic's
Networking: Cisco IOS, Wireshark, Nmap