

Bill Katsoulis

Full-Stack Web Developer

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GitHub: github.com/Lakonias

PROFESSIONAL SUMMARY

Full-stack web developer with 17 years at TELUS Communications, where I lived inside enterprise platforms like BMC Remedy and spent my days diagnosing problems, interpreting network data, and making sense of other people's bad tickets. Now I build web applications with React, Node.js, Express, and PostgreSQL — and I bring that same diagnostic thinking to how I write code and design systems. I've integrated AI services (Anthropic Claude API) into production apps, deployed across Vercel and Railway, and built a service-oriented analytics platform that aggregates real event data from multiple applications. I'm not a career starter — I'm a career pivoter with deep domain knowledge in incident management and ITSM, and I write clean, practical code that solves real problems.

TECHNICAL SKILLS

Frontend: React, TypeScript, JavaScript (ES6+), HTML5, CSS3/SASS, EJS, responsive design

Backend: Node.js, Express.js, RESTful APIs, JWT authentication, server-side rendering

Database: PostgreSQL, SQL, database schema design, JSONB

Tools & Deployment: Git, GitHub, Vercel, Railway, Docker (familiar), Cloudinary, Anthropic API

AI & Development: AI-assisted development (Claude), API integration, prompt engineering

Systems: Windows, UNIX/Linux, BMC Remedy, production support, root cause analysis

PROJECTS

Analytics Service — Cross-Application Event Analytics Platform

Node.js/Express | PostgreSQL | EJS | REST API | Railway

Live: analytics-service-production-37cd.up.railway.app | GitHub: github.com/Lakonias/analytics-service

- Designed a service-oriented analytics platform that collects and aggregates event data from multiple independent applications via a single REST endpoint
- Built a generic data model using JSONB metadata columns, allowing any application to track any event type without schema changes
- Implemented dynamic source filtering with UI controls generated from SELECT DISTINCT queries — no hardcoded values
- Connected live event tracking from PhotoLabs and ShortStop, proving real cross-application integration
- Deployed to Railway with PostgreSQL, seeded with 300+ demo events across multiple sources and event types

PhotoLabs — Full-Stack Photo Gallery with AI Integration

React | Node.js/Express | PostgreSQL | JWT | Cloudinary | Anthropic Claude Vision API

Live: photolabs-sand.vercel.app | GitHub: github.com/Lakonias/photolabs

- Built a full-stack photo sharing application with user authentication, image uploads, and real-time search functionality
- Integrated Anthropic's Claude Vision API to auto-generate descriptive alt text and captions for uploaded photos
- Implemented JWT-based authentication with secure token handling across frontend and backend
- Deployed frontend to Vercel and backend to Railway, resolving CORS configuration and production URL routing

ShortStop — URL Shortener with Analytics Dashboard

Node.js/Express | EJS | PostgreSQL | QR Code Generation

Live: tinyapp-production-12b4.up.railway.app | GitHub: github.com/Lakonias/tinyapp

- Developed a URL shortening service with click tracking analytics and QR code generation
 - Built an analytics dashboard displaying usage metrics, geographic data, and referral sources
 - Designed RESTful API endpoints for URL creation, redirection, and analytics retrieval
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PROFESSIONAL EXPERIENCE

TELUS Communications — Toronto, ON

Senior Technical Support / Service Resolution Specialist 2006 – 2024

- Provided Tier 2 wireless network support, applying systematic diagnostic analysis to identify root causes and determine resolution paths for escalated incidents
 - Interpreted network performance metrics and diagnostic outputs to troubleshoot connectivity, speed, and signal issues across diverse coverage areas
 - Worked daily across enterprise ITSM platforms (BMC Remedy) to track, categorize, document, and resolve high volumes of incident tickets
 - Evaluated ticket quality from Tier 1 escalations, identifying patterns in miscategorized incidents and incomplete documentation that impacted resolution efficiency
 - Communicated technical network information clearly to non-technical customers, translating diagnostic data into actionable explanations
 - Recognized multiple times for reliability, analytical thinking, and consistent performance across a 17-year tenure
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EDUCATION

Lighthouse Labs — Web Development Diploma

Full-stack curriculum: JavaScript, React, Node.js, Express, PostgreSQL, Git, automated testing, responsive design

Humber College — Computer Programmer Analyst (Coursework Completed)

University of Toronto — History & Classics (3 Years Completed)

ADDITIONAL

Languages: Fluent Greek; basic Spanish