

JOSEPH PELUSO

Burlington, MA | (781) 552-0297 | JosephMPeluso@gmail.com | linkedin.com/in/josephmpeluso
Portfolio: joeypeluso.com | github.com/josephmpeluso

Technical Customer Success • IoT Device Deployment & Support • Implementation

SUMMARY

Technical customer-facing professional with nearly 4 years in medical devices at ZOLL. Selected for a newly created role supporting cellular/IoT-enabled AED deployments. Managed a 135-account territory (1,820+ units, ~\$296.8K top account), led connected-device rollouts, and administer a 415,000+ unit platform. Founder of AisleClear, a shipped WCAG 2.2 accessibility audit product. Targeting technical CS, implementation, and product support roles.

CORE COMPETENCIES

Customer Success & Retention • Technical Onboarding & Implementation • Voice of Customer • IoT / Connected-Device Deployment (NB-IoT, 4G LTE, GPS, environmental telemetry) • SaaS Platform Support • User Acceptance Testing (UAT) • Jira • Root-Cause Troubleshooting • Escalation Management • Field Service Coordination & Dispatch • Public Sector & Government Accounts • Salesforce CRM • Oracle ERP • Data Integrity & Reporting • Web Accessibility Auditing (WCAG 2.2, axe) • AI-Assisted Development & LLM Tooling • Advanced Excel

PROFESSIONAL EXPERIENCE

ZOLL Medical Corporation

Chelmsford, MA (Hybrid) • Oct 2022 – Present

AED Connectivity Specialist — promoted into newly created technical role

Feb 2026 – Present

- Support enterprise deployments of AEDtrax, a cellular (NB-IoT/4G LTE) monitoring product streaming device and environmental data to ZOLL's cloud; also primary support for Rescue Ready Monitor.
- Technical escalation point for Wi-Fi and cellular connectivity in enterprise networks; resolved on-site reporting failures in Vermont and Boston and support field technicians nationwide.
- Onboard and configure large customers on the PlusTrac platform; administer the national device database (415,000+ registered units across 253,000+ site addresses).
- Support connected-AED deployments end to end — on-site (configure devices for AEDtrax compatibility, validate live reporting) and remotely for technician teams nationwide; supported a 744-unit enterprise rollout in Houston.
- Partner with product and development teams on platform improvements: user acceptance testing (UAT), Jira issue tracking, fix validation, and structured customer feedback.

Client Services Representative

Oct 2022 – Feb 2026

- Provided phone and chat support to customers across the full 415,000+ unit database, resolving issues regardless of assigned territory.
- Managed a 135-account territory (TX-FL) of 1,820 premium-license units for federal, municipal, and law-enforcement customers; coordinated and dispatched a field technician team as primary escalation support.
- Traveled to client sites across five states and Puerto Rico — including cross-territory coverage — performing on-site AED servicing to protect service-contract SLAs.
- Owned the territory's largest account end-to-end — a school district with 878 units on a ~\$296.8K annual renewal — across consecutive renewal cycles.
- Processed AEDtrax license orders in Oracle (2–5/day, peak 20); supported clients via Salesforce, Five9/Vonage, and LiveChat; maintained database integrity.

Earlier Experience

Account Manager, Great Hill Consulting Group (Jan–Mar 2022) — sold Verizon service packages to business clients. • Accounts & Payroll Assistant, United Cleaning Inc. (May 2021–Sep 2023) — operations and payroll, family commercial-cleaning business.

PROJECTS

AisleClear — Founder & Builder | getaisleclear.com

Shipped Jul 2026

- Built and launched an automated accessibility-audit service for Shopify stores: WCAG 2.2 / axe scanning delivered as plain-English PDF reports.

CPR HERO — Builder | cpr-hero.netlify.app

Shipped Aug 2026

- Built a browser-based CPR trainer teaching compression rate through Web Audio metronome timing, with Hands-Only and Full CPR 30:2 modes.
- Accessible by default: reduced motion, separate audio channels, keyboard input. Vanilla JS, Web Audio API.

AgentDesk — Builder | joeypeluso.com

In development

- Building a three-agent pipeline (researcher, drafter, reviewer) connected by strict JSON contracts, with automated scoring against sourced claims and escalation on repeated failure. Python, Anthropic API, eval fixtures.

CERTIFICATIONS

Microsoft Excel Advanced & Intermediate — Quality Support Group, instructor-led workshops (Jan–Feb 2026)

EDUCATION & LEADERSHIP

University of Massachusetts Lowell — B.S., Business Administration

May 2021

Dual Concentration: Management & Entrepreneurship • Secretary, Manning School of Business Consulting Group • DifferenceMaker investor-pitch program