

# William Wilson

Las Vegas, NV | [william.z.wilson95@gmail.com](mailto:william.z.wilson95@gmail.com) | 309.318.1292

## Education

Western Governors University – B.S. in Computer Science (Currently Enrolled)  
Bloom Tech institute of technology – 9 Month Software Engineering Program

## Certifications:

- Full Stack Software Engineering (completed 2021)
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## Experience:

### Front Desk Agent – Trump International (2023 – 2024)

- Achieved recognition for highest number of suite upgrades, totaling \$500,000+ in additional revenue
- Utilized Opera software for guest reservations, check-in/check-out procedures, and folio account management
- Ensure staff knowledge on hotel services, features and amenities, as well as popular city attractions and within stay events.

### Mobile Expert – T-Mobile (2021 – 2021)

- Diagnosed hardware issues determining eligibility for repair or replacement.
- Specialized in malware and virus removal, restoring device functionality and protecting customer data.
- Educated customers on mobile devices, home and business internet solutions, generating sales through tailored recommendations based on usage habits.
- Performed data recovery and transfer operations on outdated devices.

### Property Marketer – Wyndham (2018 – 2019)

- Served as the primary point of contact for clients seeking vacation property.
  - Oversaw online inquiries and scheduled property tours promptly and accurately.
  - Provided specialized presentations to qualify leads, resulting in a 40% increase in successful property sales.
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## Projects and Skills:

### **Database & Server Technology:**

Spring Data, MVC Architecture, Hibernate ORM, Schema Design, SQL, Restful API creation, Business Logic, Endpoint Security via OAuth 2.0, RBAC, JWT'S, Account Recovery, Rate-limiting, Load Balancing, asynchronous Processing,

*Applied in:* [Freelance Platform Backend](#)

### **Client-Side Technology:**

JavaScript, React.js, Native-Base, Three.js Animation, Accessibility, Responsive Design, Component Architecture, Performance Optimization,

*Applied in:* [Project Hub](#)

### **CI/CD and DevOps:**

Documentation Authoring, Git Version control best practices, Containerization/Orchestration, Agile/SCRUM methods.

