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| Alan Wilson |  |
| 1924 Primrose St  Pekin, IL 61554  309-241-7990  alanwilson020@  gmail.com | Objective  *“To secure an entry-level Programming and Development position that will utilize, challenge, and expand my education, experience, and overall passion for Development, while working to enhance my employers’ operations, and provide reinforcement for those working alongside of me.”* |
| Proficiencies:  |  |  |  | | --- | --- | --- | | **Soft Skills** | **Hard Skills** | **Languages** | | Leadership | Git / Version Control | JavaScript | | Problem Solving | Front End Frameworks | jQuery | | Creativity | Wordpress | JSON | | Enthusiasm | Photoshop / PSP | ReactJS | | Teamwork | Debugging | SQL | | Flexibility / Adaptability | Agile / Lean | MongoDB | | Goal Driven Performance | Responsive Design | NodeJS | | Time Management | MS Office | HTML | | Work Ethics | Data Management | CSS | | Self Confidence | Testing / Performance | Bootstrap |  |  | | --- | | Education | | *CoderCamps / Woz-U (Scottsdale, AZ)*  *2017 – 2018*  -Certificate, Full Stack Web Development  *Dale Carnegie Course (Peoria Area Chapter, IL)*  *2010*  -Certificate of Completion  *Illinois Central College (East Peoria, IL)*  *2003 – 2009*  *Southern Illinois University (Carbondale, IL)*  *2001 – 2002*  -Focus on Computer Science  *Olympia High School (Stanford, IL)*  *1997 – 2001*  -High School Diploma |  Work History |
| *Warranty Administrator*  *Ray Dennison Chevrolet (Pekin, IL)*  *05/2015 – Present*  Support, billing and administration role handling transactions and ensuring proper flow in the shop. Handled data and submitted claims in a proprietary Dealer Management System. Ran reports and tracked metrics for use in payroll, production, and financial transactions. Authorized works performed and was responsible for referencing technical knowledge databases, corporate-level and dealership-level policy and procedures, and any special information involved with each specific service event. Performed technical troubleshooting for dealership equipment connected to our network. Utilized and built upon existing teamwork skills to ensure our office team duties were performed to completion, in order for other departments and employees to complete their tasks. Became a crucial link in the chain of daily operations of my dealership, and a resource that other employees came to when questions arose.  *Service Consultant*  *Ray Dennison Chevrolet (Pekin, IL)*  *09/2008 - 05/2015*  Customer Service based position involving sales and scheduling for customers, and management of the technicians working for me. Heavy problem solving on a daily basis to meet the demands of customers, the productivity of my technicians, and quotas established by upper management. Learned valuable teamwork skills to work in conjunction with other Consultants and Technicians to take care of our customers efficiently. Demonstrated exceptional ability to handle customers whose satisfaction were negatively impacted by elements beyond my direct control, such as parts availability and unforeseen downtime of their vehicle. Worked to educate my customers on proper habits and the value of performing work based upon my recommendations. Earned ASE certification for demonstrating competence, skill, attention to detail, and overall tenure. Achieved monthly Customer Satisfaction Index goals as set by General Motors Corporate to keep my employers licensed and in compliance.  *Automotive Technician*  *Ray Dennison Chevrolet (Pekin, IL)*  *03/2002 - 09/2008*  Technical role of Light-Duty vehicle maintenance, with minor sales and subsequent repairs of automotive maintenance items. Aside from mechanical skills, utilized problem solving abilities and adaptation techniques to overcome daily challenges and unforeseen circumstances. Developed a strong work ethic and worked as a team to meet strict deadlines.  *Network Cable Installer*  *Olympia CUSD #16 (Stanford, IL)*  *06/1998 - 08/1998*  Summer Job installing network connections to the Olympia School District for their expansion of the Wide Area Network. Ran Fiber Optics and Ethernet cables through the entire campus and installed terminations. Was also involved with assembly and setup of computers for use on the network. Shadowed the Network Administrators and developed a strong passion for this field. |
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