

## Amanda M. Williams

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### SOFTWARE ENGINEER / DATABASE ADMINISTRATOR

Professional Analytics Engineer, Software Developer and Database Administrator with a solid background in software engineering and extensive expertise in Java, JavaScript, SQL, HTML, and .Net technologies. Leveraging skills in relational database management, system testing, and analysis to ensure secure information systems. Possesses DoD secret security clearance and one year of GS-07 level experience.

#### Technical Skills

| Programming Languages, Frameworks/Libraries                                                           | Tools & Technologies                                                                                                                           | Methodologies                                                                     | Software/IDEs                                                                              |
|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| SQL (MySQL, Oracle PL/SQL), HTML, .Net, Java, JavaScript/JSON, Python, Spring Boot, React.js, Node.js | SAP ERP, C4C Cloud, WordPress, IBM Cognos Analytics, AWS (basic), Azure DevOps Server/TFS, Git (Terminal, Bash, PowerShell), RESTful APIs, EDI | Agile, Scrum, Test-driven Development, Object-oriented Programming, Microservices | Microsoft Office Suite (Word, Excel, Access, PowerPoint), IntelliJ, Eclipse, Visual Studio |

#### Professional Experience

**Kaesar Compressors, Inc. – New Castle, DE**

**March 2024 - Current**

**IT Support, Inside Sales (Full time, 40 hours/week)**

- Acted as the technical point of contact for all branch salespersons and Territory Managers, leveraging expertise in SAP ERP and C4C cloud applications.
- Navigated internal databases to manage customer accounts and incoming sales orders.
- Thoroughly reviewed sales orders to identify and rectify inaccuracies, ensuring precision and adherence to technical specifications.
- Leveraged artificial intelligence prompting to develop and execute an email campaign targeting underperforming products, leading to a 40% increase in product sales within a two-month period.

**Naval Facilities Engineering Command (NAVFAC) – Norfolk, VA**

**December 2022 – January 2024**

**IT Specialist - Sys Analysis (Full time, 40 hours/week, GS-2210-09, DoD Clearance: Secret)**

- Developed and maintained PL/SQL-based software applications aligned with functional and technical requirements, ensuring timely deployment of robust solutions.
- Led database design, comprehensive testing, and optimized data retrieval, enhancing overall data efficiency by 33%.
- Customized commercial software for specific business needs following organizational restructuring, tailoring solutions for optimal effectiveness.
- Analyzed business processes, identifying automation opportunities for efficiency enhancements.
- Provided IT-related guidance to both technical and non-technical users, ensuring compliance with security laws and policies.
- Identified anomalies and errors in network and system services, assisted in implementing security measures, and documented security problems in legacy IBM Cognos software.

**Diamond Technologies, Inc. – Wilmington, DE**

**April 2021 – November 2022**

**Software Developer (Full time, 40 hours/week)**

- Provided customer service through client consultation and determined the best problem-solving techniques by analyzing workflow and improving processes.
- Facilitated project management through daily oral communication and secure electronic correspondence with clients.
- Added additional functionality to existing code using .Net, .ASPX, HTML, JavaScript, SQL Relational Databases, WordPress, and Microsoft Access.

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- Collaborated with a team of 3 developers to debug code and resolve functionality errors through database administration, increasing uptime by 25%.
- Alleviated unassigned trouble ticket backlog average by 67% and decreased overall open trouble ticket average by 50% by implementing customer-focused problem-solving methods.

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### **Education & Achievements**

#### **Zip Code Wilmington – Wilmington, DE**

Software Developer Certification

##### ***Achievements:***

- Admitted to Zip Code Wilmington's highly competitive software development program which accepts less than 10% of applicants.
- Achieved over 1000 hours of software development experience via projects and training in an immersive training program using Agile and Scrum methodologies and principles.
- Gained experience in full-stack development with a focus on Java, test-driven development, and object-oriented programming.

#### **Delaware Technical and Community College – Wilmington, DE**

Associate of Science Degree – General Science

##### ***Achievements:***

- Graduated Summa Cum Laude (GPA: 4.0)
- President's List (1 Semester)
- Academic Recognition (4 Semesters)