**Amanda M. Williams**

***New Castle, DE***  ***▪ 302.521.8813 ▪*** [***Amandawilliams1915@gmail.com***](mailto:Amandawilliams1915@gmail.com)

**linkedin.com/in/amandamwilliams1/ *▪* github.com/AmandaMWilliams**

**SOFTWARE DEVELOPER**

Dedicated, lifelong learner who is motivated by solving problems and a strong desire to make a positive impact by creating code as a Software Developer. Major experience lies in customer service and working in cross-functional teams bringing about fundamental change and process improvement.

**Technical Skills**

**Languages:** Java, JavaScript, SQL

**Frameworks: Other Skills:** Microsoft Office

**Professional Experience**

**Zip Code Wilmington - Wilmington, DE**   **October 2020 - January 2021**

***Software Developer***

Admitted in Zip Code Wilmington’s highly-competitive software development program which accepts less than 10% of applicants; achieved over 1000 hours of software development 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.

**Projects:**

* + **First Solo Project:** An interactive storybook based on the children’s story Little Red Riding Hood. The application has a console for input and a console-display for printing output in the terminal. Future Implementations: Graphical User Interface (GUI). <https://github.com/AmandaMWilliams/FirstSoloProject>
* **Casino App:** Collaborated with a team of fiveto develop a suite of four casino-style games using Java. Personally, developed the Testing implementations for each game, and generated the Blackjack gameplay methods. Managed and resolved all GitHub merge conflicts. [www.github.com/ZCW-Java6dot2/cats-casino](http://www.github.com/ZCW-Java6dot2/cats-casino)

**Delaware Technical and Community College - Wilmington, DE August 2018 - December 2018**

***Supplemental Instructor***

* Facilitated supplemental instruction sessions for targeted courses by sharing with students how to effectively study for the course and how to maximize their potential for their academic success.
* Students who participated in optional supplemental instruction averaged one full letter grade higher on tests than those who did not.

**Laboratory Corporation of America - New Castle, DE July 2017 - October 2017**

***Accessionor***

* Scanned and entered data about lab specimens received for testing from designated laboratory departments or other locations.
* Alleviated a 3-month backlog of unscanned patient records in three weeks.

**Aetna Life Insurance - Jacksonville, FL January 2016 - May 2017**

***Complaints and Appeals Analyst***

* Processed incoming appeals and resolved more than 50 written customer requests per day.
* Started as a temporary data entry operator and was hired full-time due to high production and efficiency.

**Availity, LLC - Jacksonville, FL January 2014 - January 2016**

***Client Services - EDI Call Center***

* Resolved more than 50 client problems daily by actively listening to their concerns and offering solutions to address their needs.
* Awarded Employee of the Month 3 times as a result of achieving the highest number of customer service calls completed in single-contact, processing the highest number of account request forms, and having the shortest request-resolution timeframe.

**Education & Achievements**

**Delaware Technical and Community College - Wilmington, DE January 2018 - August 2020**

Associate of Science Degree

***Achievements:***

* Graduated Summa Cum Laude
* President’s List (1 Semester)
* Academic Recognition (4 Semesters)