**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**

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| **Languages** | **Frameworks /Libraries** | **Other Skills** |
| Java, JavaScript, SQL, MarkDown, HTML | Spring Boot, ReactJS, Angular 2 | Git CLI and Version Control Management, GitHub Pages, Agile and Scrum Methodologies, Terminal/Bash, TDD, OOP, Amazon Web Services (AWS): IAM, 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:**

* [**GitHub Pages Deployed Jekyll Web Application**](https://amandamwilliams.github.io/Portfolio/)**:** The purpose of this portfolio is to aggregate, display, and deploy professional assets. This repository is built using GitHub pages, Markdown, and the Jekyll framework.
* [**Heroku Deployed ReactJS To-Do List Web Application**](https://todolist-react-williams.herokuapp.com/)**:** A To-Do list leveraging NodeJS, ReactJS, and Heroku with Node BuildPack. The application is a graphical user interface that displays tasks to be completed. Future Implementations: Connect a RESTful webserver to enable data persistence.

**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 for 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 – General Science

***Achievements:***

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