MARIETTA, GA
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CLOVER WILLIS | TIER 3 TECH CONSULTANT

SOFTWARE & SKILLS

Salesforce APEX, VisualForce, Javascript, Java, HTML5/CSS3, Git, NodeJS, JSON, Linux, Bash Script, Lua, Salesforce Admin Skills, BootStrap

EDUCATION

Kennesaw State University — *Bachelor's in New Media Arts | Web Page, Digital/Multimedia and Information Resources Design*

Jan 2013 - May 2016

A program geared towards web/app design and development. Topics heavily focused on UI/UX, and front-end Javascript/HTML5/CSS3 coding.

EXPERIENCE

Riskonnect — *Tier 3 Technical Team*

Jan 2019 - PRESENT

- Diagnosed issues, coded custom solutions, and acted as the dedicated resource for a range of high profile clients such as ExxonMobil, Aramark, Fedex and more
- Built custom solutions utilizing the Salesforce platform to fulfill each client's unique business processes.
- Followed best practices and coded solutions adhering to strict data governor limits.
- Worked in a client facing environment addressing system issues and consistently meeting project deadlines.
- Took point & frequently coordinated efforts between multiple teams that included: development, data services, Q/A, and account management.
- Worked regularly with Web Service technology
- Taught a webservice instructional class to all of Tier 3 Support

DISTINCTIONS & CERTIFICATIONS

Salesforce RADWomen Graduate - APEX Programming Certificate Course

Proven track record with debugging and coding apex solutions for high profile clients within the RMIS system.

Rapidly learned the RMIS system, and took on a full caseload in just 3 months. Actively familiar with Riskonnect's development pipeline.