

William Craig Joiner

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Recent Software Development graduate with hands-on experience building applications in C++, C#, and SQL through academic and personal projects. Skilled in full-stack development, database design, and problem-solving, with a strong foundation in OOP and modern frameworks. Actively contributing to a live application for a small business, demonstrating real-world collaboration and continuous learning.

PROFESSIONAL EXPERIENCE

Nashville, TN

Closing Manager

March 2022 – July 2025

Advance Auto Parts

- Oversaw automotive part inventory, ensuring accuracy across hundreds of SKUs and maintaining smooth store operations.
- Trained and mentored new employees on inventory systems, improving onboarding efficiency and team productivity.
- Directed nightly closing procedures, balancing registers with 100% accuracy and preparing the store for next-day business.

Nashville, TN

IT Support Tech Tier 2

January 2023 – January 2025

Apex

- Resolved a minimum of 40 technical support tickets per week using remote access tools, improving resolution efficiency and minimizing downtime.
- Diagnosed and troubleshooted complex hardware/software issues, consistently meeting Tier 2 escalation standards and achieving a high first-contact resolution rate.
- Communicated technical solutions clearly to non-technical users, increasing user satisfaction and reducing repeat issues.

Nashville, TN

HVAC Service Technician

May 2020 – December 2020

Jewell Mechanical

- Diagnosed and repaired residential and commercial HVAC systems, demonstrating strong technical and problem-solving abilities.

- Interpreted schematics to troubleshoot electrical, mechanical, and refrigerant issues efficiently.
- Replaced failed components, including compressors, evaporator and condenser coils, and repaired ductwork to restore system performance.

EDUCATION

Western Governors University

Bachelor of Science in Software Development

April 2025

SKILLS & OTHER

Skills: C++, C#, SQL, Scrum Methodology, Database management software, Software Development Life Cycle

Volunteering: Volunteered as Junior Developer in a Rolodex Website/Mobile application.

April 2025 - Current

PROJECTS

<https://github.com/Craig-Joiner>

<https://craigjoiner.vercel.app/>