Website | Linkedin | Github   **William Lin**   New York, NY
(347) 399-3326   itswilllin@gmail.com

Summary

Technically skilled professional with 2+ years in technical support, customer service, and full-stack development. Proficient in JavaScript, Ruby, AWS, and cybersecurity, with a proven ability to troubleshoot issues, collaborate across teams, and deliver customer-focused solutions. Passionate about leveraging technology to solve problems and enhance user experiences.

Technical Skills

Programming: JavaScript, Ruby, React, PostgreSQL, HTML, CSS, JSON, RESTful API
Cloud Technologies: AWS Cloud Practitioner, AWS Solutions Architect (pending), ServiceNow (pending)
Cybersecurity: CompTIA Security+, SSL/TLS, encryption, access management
Tools: ServiceNow, Oracle EBS, PLSQL, Adobe Creative Suite, Figma

Experience

Apple *(Technology and Electronics)*   New York, NY
Specialist   8/2024 - Present
- Provide technical assistance and support to customers, ensuring seamless and secure experiences
- Troubleshoot software issues and educate customers on security features like biometric authentication, encryption, and privacy controls.
- Achieved $300,000+ in sales and processed 252+ iPhone transactions within 4 months.
- Delivered demonstrations to 70% of customers, enhancing understanding of Apple's security & privacy

Infosys *(Global Leader in Digital Services and Consulting)*   New York, NY
Associate Analyst | Senior Analyst   4/2021 - 3/2023
- Secured enterprise systems by managing user roles and administrative accounts in Oracle EBS, ensuring compliance with corporate policies.
- Implemented security features for data manipulation and report generation, safeguarding sensitive information.
- Led cross-functional agile teams, integrating security best practices into product development cycles.
- Gained proficiency in Java, Oracle EBS, and PLSQL within 2 months, demonstrating adaptability and technical aptitude.

APICHA Community Health Center *(Public Health Clinic)*   New York, NY
Men's Health, Prevention Associate   8/2020 - 4/2021
- Facilitated intake for 200+ patients, ensuring HIPAA compliance and maintaining data confidentiality.
- Enhanced security in patient record-keeping, improving care coordination and patient satisfaction.

Studio Gloom *(Stationery, Stickers, 3D Prints, Trinkets, and Art Shop–Freelance Graphic Design)*   New York, NY
Founder   03/2023 - Present
- Built and secured an e-commerce platform, implementing SSL certificates, two-factor authentication, and encryption standards.
- Managed cybersecurity measures to protect user data and transactions across multiple channels.
- Leveraged social media to drive engagement while ensuring data privacy and secure interactions

Technical Projects

Will Portfolio | React, Figma
Built a responsive portfolio using modern web frameworks, prioritizing UI/UX best practices. Designed intuitive navigation and mobile-first visuals to showcase projects and streamline user engagement.

Hack the Planet | React, JavaScript
Engineered a browser-based game with a custom physics engine (acceleration, collision) and procedurally generated planets.

BrainGain | CSS, Algorithms
Created a flashcard app using CSS animations and algorithmic card drafting to streamline study sessions.

StudioGloomLinks | NextJS
Built a LinkTree alternative with mobile-first design, optimizing performance and usability.

Education & Certifications

ServiceNow RiseUp: ServiceNow CSA(*Pending*)
NPower Advanced CyberSecurity Trainee : CompTIA Security+ (*Completed*), CompTIA A+ (*Pending*)
NPower Advanced Cloud Trainee: AWS Cloud Practitioner (*Completed*), AWS Solutions Architect
Flatiron School: Full Stack Web Development
CUNY Bernard M. Baruch College: B.A. in Business and Graphic Communication, 2019