

# William Broussard

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**Github:** <https://github.com/Karsus7> | **Portfolio:** [https://karsus7.github.io/React\\_Portfolio/](https://karsus7.github.io/React_Portfolio/)

## Summary

Customer oriented IT professional that provides exceptional customer support and exceeds expectations. Excellent academic qualifications include a degree in Communications from Texas Tech University and a graduate of the University of Texas at Austin Full Stack Web Development Coding Boot Camp. A loyal worker and fast learner, well suited to working with a group and learning new technologies. Excellent interpersonal and communication skills and a strong work ethic.

## Experience

### Whole Foods Market – Service Desk Technician

June 2022 - January 2023

- Experience providing Level 1 & 2 IT support for a large company.
- Experience assisting with systems such as: Tableau, Insights, Microsoft Office, Active Directory, Microsoft Azure, Adobe Acrobat, OneNote, One Drive, and Microsoft Teams.
- Experience working with Amazon systems, such as Amazon WorkSpaces and Amazon Chime due to the ongoing merger of computer systems.

### Infineon Technologies - Information Technology Technician

June 2021 - May 2022

- Experience providing remote Level 1 IT support to clients across the globe.  
Closed over 4000 helpdesk tickets involving thousands of clients.  
Consistently helped the most people per day achieving up to 50% over the team average of 22 contacts per day.
- Experience coordinating with team members in different time zones.
- Quickly learned new systems and supported customers in their use.  
Experience with systems such as: Oracle, Camstar, Unix, MS Windows, and SAP.
- Extensive experience with Outlook and Webex meetings.
- Experience resolving the IT support issues resulting from the merger of Cypress Semiconductor and Infineon Technologies networks and applications.  
Trained and mentored new team members on corporate IT support applications and skills.  
Documented IT support procedures and knowledge databases.

**LensCrafters - Retail Sales Associate**

October 2019 - February 2020

- Experience working with clients and customers
- Experience helping clients with insurance policies.
- Experience with malleable schedules and coordinating with coworkers.

**Boy Scouts of America****Eagle Scout**

- Worked with the Austin city council to approve a landscaping project
- Served a managerial position during the project and gained experience coordinating and supervising other people.

**Technical Skills**

Skills: HTML, CSS, GIT, BOOTSTRAP, JavaScript, JQuery, FireBase, Node.JS, MySQL, APIs, Express, Handlebars, Sequelize, MongoDB, React, GitHub, Heroku, Microsoft Visual Studio, Chrome DevTools, Chrome debugger.

Microsoft Office Excel, PowerPoint, Word, Teams, and Outlook.

Windows 10, Oracle, Camstar, and SAP.

Active Directory, Microsoft Azure, OneNote, One Drive, Amazon WorkSpaces.

**Education**

Full Stack Web Development Coding Boot Camp at UT Austin

Graduation: October 2020

Texas Tech University, Lubbock, TX

Bachelor of Arts in Communications Studies

Minor in Psychology

Graduation: May 2019

**Projects**

Related coursework: Significant contributor to 3 group projects:

**Project 1:** “Foodies Recipes” is a web application that allows you to search for your favorite foods, and then provides you with recipes, and maps for places that sell those foods near you. We integrated a couple of different API requests including Google Maps, and Nutrition by Spoonacular. Bootstrap and CSS were used to create a polished front end.

Github deploy: [https://cjmartin007.github.io/Foodies\\_Recipes/](https://cjmartin007.github.io/Foodies_Recipes/)

**Project 2:** “Google Books Search” is a React-based web application that uses Node, Express and MongoDB to allow users to search for books using the Google Books API and then save the results to the Mongo database.

Heroku deploy: <https://google-books-15688.herokuapp.com/>

**Project 3:** “CraftSpace” is a blog website built using MERN. It was designed to provide a forum where people can openly discuss a shared love of personal handiwork. The website makes use of firebase to authenticate users. Heroku deploy: <https://agile-ravine-47211.herokuapp.com/>