

Patrick McWilliams

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SKILLS

Web Development:

Javascript

Express, Node, React,
React-Router, Redux, D3,
jQuery

SQL

PostgreSQL

Ruby

Rails, Active Record

Git

GitHub

Heroku

OOP, MVC, REST, API, JSON, AJAX, VCS,
HTML, CSS

Non-Web Development:

Interpersonal:

- Customer satisfaction oriented,
- Professional demeanor,
- Strong verbal and written communication skills,
- Team player.

Additional:

- Results oriented,
- Quick and eager to learn,
- Adaptable.

EDUCATION

January - April 2016

General Assembly, New York City

Web Development Immersive

Learned essential web-development skills - JS, SQL, MVC, Agile methodology, pair-programming - over a 12 week period. Learned how to learn programming languages, use frameworks, and follow design patterns.

May 2005

Canisius College, Buffalo, NY

Bachelor of Philosophy

EXPERIENCE

July 2011 - September 2015

www.ezTaxReturn.com Garden City, NY

Customer Service Manager

Head of Customer Service

Managed and trained teams of Customer Service Representatives in helping customers use the program to file their own tax returns. Reviewed and improved the CS team's knowledge base system. Enabled transition from CS email-only responses to combined e-mail and phone responses.

PROJECTS

- **bookList** - full-stack CRUD app, includes user authentication and third-party API. PostgreSQL, Node, React, React-Router, Redux, Express, PGP, JSX, Bcrypt, HTML, CSS
- **Dice Game** - Node, React, Express, JSX, HTML, CSS