

# 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.

## EXPERIENCE

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.

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.

## EDUCATION

May 2005

Canisius College, Buffalo, NY

Bachelor of Philosophy

## 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