

Patrick McWilliams

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SKILLS

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

Javascript

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

SQL

PostgreSQL

Git

GitHub

Ruby

Rails, ActiveRecord

HTML, CSS

Heroku

EXPERIENCE

January - April 2016

General Assembly, New York City

Web Development Immersive

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. Handled 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