**Patrick McWilliams**

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| **SKILLS**   |  |  |  | | --- | --- | --- | | **Javascript** | Express, Node, React, React-Router, Redux, D3, JQuery |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **SQL** | PostgreSQL |  | **Ruby** | Rails, ActiveRecord | **Git** | GitHub |  |  |  |  | | --- | --- | --- | | Heroku |  | OOP, MVC, REST, API, JSON, AJAX, VCS, HTML, CSS | |
| **EXPERIENCE**  January - April 2016  General Assembly, New York City  *Web Development Immersive*  Learned essential web-development skills, including the above, 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. Handled transition from CS email-only responses to combined e-mail and phone responses. |

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| **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 |