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| **Patrick McWilliams**  <http://www.patrick-m.com> | Github: /MelanistOnca | Linkedin: /McWilliamsPatrick | Patrick.M.Professional@gmail.com | 718-807-6762 | New York, NY | |
| **SKILLS** | |
| Web Development: | Non-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 | | |  | | --- | | 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 |