

William Wheeler

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Online Application Developer in Lebanon, IL

I care about constantly challenging myself and others around me to be the best they can in all aspects of their life. I pride myself on working both hard and smart, and not being afraid to take responsibility and lead.

PHONE 618-530-5506 | **EMAIL** wgwheeleejr@icloud.com

GITHUB <https://github.com/Norsche> | **LINKEDIN** <https://www.linkedin.com/in/williamwheelerjr/>

PROJECT EXPERIENCE

Minima-List — Simple and Clean Media Management

- Designed to allow users an easy way to track media consumption
- Implemented in Java

Yahtzee — Classic Dice-Rolling Entertainment

- Programmed all game logic and user input
- Allowed users to save and load previous unfinished game sessions
- Implemented in C++

WORK EXPERIENCE

Customer Service Representative — Square, Inc. St. Louis, MO

June 2017 - December 2017

- Provided technical support and information on a wide variety of devices to dozens of customers a day
- Troubleshooted hardware and software problems over the phone for customers using our software

Specialist — Apple, Inc., St. Louis, MO

October 2013 - June 2016

- Reliably delivered highly-reviewed customer experiences and consistently ranked as a top employee in multiple metrics including sales, warranty attachment rates, and customer satisfaction
- Helped to invigorate sales and improve employee communication through leadership in an employee feedback review program
- Demonstrated a large amount of technical knowledge to facilitate sales to business clients and technology firms
- Selected for the “Expert Experience” in which exemplary full-time Specialists were chosen to be groomed for leadership positions

EDUCATION

LaunchCode, LC101 Programming Course — 2019

Southwestern Illinois College, Associate in Arts — 2013

SKILLS

PROGRAMMING LANGUAGES

- Java
- Python
- HTML5/CSS3
- C++

FRAMEWORKS

- .NET

DATABASES

- MySQL

TOOLS

- IntelliJ IDEA CE
- Visual Studio Code

AWARDS

SWIC Writing Excellence Scholarship

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| LANGUAGES | FRAMEWORKS | DATABASES | TOOLS |
|--|--|---|--|
| <ul style="list-style-type: none">• Python• C++• Java• HTML5/CSS3 | <ul style="list-style-type: none">• .NET | <ul style="list-style-type: none">• MySQL | <ul style="list-style-type: none">• IntelliJ IDEA• Visual Studio Code |

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