

PATRICK MCWILLIAMS

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PROFESSIONAL SUMMARY

Recent graduate from intensive employer-driven course focused on the fundamentals of Data Engineering. Completed various projects to showcase my technical experience in Big Data and Full Stack Web Development. Customer Service focused with 4+ years of experience managing and training teams of customer service representatives.

TECHNICAL SKILLS

Programming Languages: Java, SQL, Pig

Software: VMWare, JDBC, HDFS, Hive, Sqoop, Flume, Oozie, Microsoft Office

Operating Systems: Windows, Mac OS, Linux

Frameworks: Hadoop

Databases: MySQL, PostgreSQL

ETL: Data Modeling, Data Warehouse, Scheduling, Big Data, Data Distribution

EDUCATION

Platform by Per Scholas, Bronx, NY 2018

Data Engineering Training Course

Trained to understand and analyze the basics of Big Data and Hadoop technologies through hands-on classroom activities, case studies, and group projects. Learned how to extract, scrub, and manipulate real-time and warehouse data using SQL & Java.

General Assembly, New York, NY 2016

Web Development Immersive

Learned essential web-development skills - JS, SQL, MVC, Agile methodology, over a 12 week period

Canisius College, Buffalo, NY 2005

BA of Philosophy

PROJECT

Credit Card System Data Warehousing Process Model

Using a provided database, modelled the process of creating and using a data warehouse to create data marts.

Includes both ETL and ELT

- Uses Java, MySQL, Hadoop, Sqoop, Oozie, Hive

BookList

App where users can create an account to keep track of books they are/have/want-to read in lists labelled as such. Users can add/remove books as they desire to each list.

- A full-stack CRUD app, includes user authentication and third-party API. Uses PostgreSQL, Node, React, React-Router, Redux, Express, PGP, JSX, Bcrypt

EXPERIENCE

ezTaxReturn, Garden City, NY 2011 – 2015

Customer Service Manager

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.