William Chapman

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Education

Western Governors University   *Exp. Dec 2024*

Bachelor of Computer Science with a focus on Software Engineering

Related Courses

|| Adv. Data Management | Business of IT | Software Engineering | JavaScript Programming ||

Projects

CRM Software Design

- Proposed a scalable CRM system for a Logistics Company to handle up to **500** concurrent users and support an average of **2,000** total user interactions per day.
- Developed the CRM system in response to the company's need to scale following a 42% increase in sales the previous year, ensuring the system could manage growing customer data and user interactions while supporting future business expansion.
- Solved communication challenges by integrating advanced ticketing and calendar systems with MS Exchange, using an **API** to fetch and synchronize information from the database, improving communication tracking and appointment scheduling.

Countries of the World (Angular, JS, TS) ||

- Developed an interactive web application using Angular, JavaScript, and TypeScript, integrating the World Bank API.
- Implemented an SVG map that displays detailed information (country, capital, longitude/latitude, income, and population) on hover for any country.

Professional Experience

Polo Fields Golf & Country Club | March 2022 – Current

- Recognized by members and leadership for extemporary service and creating an enjoyable environment.
- Resolved member account and transaction issues, ensuring timely payment.

Technical Skills & Certificates

- JavaScript, Python, HTML5, CSS, MySQL, Angular, Node.js, API's, Linux Development.
- GitHub & GitLab
- Technical and mechanical skills for diagnosing and repairing tools
- MS Exchange and Active Directory
- *Google*, IT Support Professional Certificate
- *AWS*, Cloud Practitioner Certificate
- *ITIL 4 Foundation* - IT Service Management Certificate
- *CompTIA Project*+ Certificate

Professional Skills

- Exceptional written and oral communication
- Strong problem-solving and troubleshooting
- Excellent customer service skills
- Ability to provide step-by-step technical support
- Keen attention to detail and pattern recognition
- Collaboration
- Time management and prioritization