

Richard Prince

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Education

University of California, Santa Cruz

- Bachelor of Science degree in Technology and Information Management

Experience

Software Engineer II at Walmart Global Tech (September 2023 - Present)

- Achieved a 60% reduction in ticket inflow by collaborating with cross-functional teams to resolve critical issues and eliminate recurring problems.
- Maintained 99.9% uptime for controllers and registers, especially during holiday seasons and annual events
- Conducted proactive store visits, engaging with associates to gather insights and address customer pain points.
- Enhanced system reliability, driving a 20% decrease in reported end-user incidents

Software Engineer at Fast Enterprises (March 2023 – September 2023)

- Improved the experience for vehicle owners and drivers in North Dakota by customizing FAST software for the Department of Driver Services and Vehicle Services.
- Worked closely with government officials to fine-tune the system, making sure everything met regulatory standards and ran smoothly.
- Used advanced skills in C# and SQL to create custom solutions, fix over 300 system bugs, and improve how the system worked, making it more reliable and user-friendly. consequently bolstering overall system performance, reliability, and user satisfaction.
- Guided and supported interns, helping them learn about the system and understand the needs of the business.

Web Development Intern at Lick Observatories (June 2021 – March 2022)

- Revamped over 50 web pages with JavaScript, CSS, and HTML, introducing innovative features which elevated user experience and resolved existing errors for improved functionality.
- Managed redirects for 500+ web pages, streamlining user navigation while boosting accessibility. Led to an increase in web traffic and session duration since users were able to browse the site more efficiently.
- Conducted thorough website audits, addressing and resolving over 200 broken links to optimize website functionality and user satisfaction.
- Designed and optimized user-centric pages to streamline content migration from older pages and external sources, leveraging SEO best practices to achieve a 300% increase in website traffic.

Skills

Python, Java, JavaScript(React, Node), HTML, C++, PHP, CSS, Mininet, SpringBoot, SQL, R, Wireshark