William Brouillette

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Professional Summary

Dedicated and detail-oriented software developer with 6 years of experience in customer-facing roles. Familiar with programming languages such as C#, PHP, Java, HTML, JavaScript. Currently pursuing an A.A.S. in Computer Programming at Southeast Technical College. Seeking an opportunity to apply technical skills and knowledge.

Authorized to work in the US for any employer

Work Experience

Park Attendant

Thunder Road of Sioux Falls-Sioux Falls, SD

April 2024 to Present

Key Holder

Chuck E. Cheese-Sioux Falls, SD

February 2023 to March 2024

• Assisted store manager in overseeing daily operations, including inventory management, staff scheduling, and customer service

• Trained and mentored new employees on company policies, procedures, and customer service standards

• Resolved customer complaints or concerns promptly and effectively to maintain high levels of customer satisfaction

• Assumed responsibility for opening or closing the store as needed, ensuring security measures were followed at all times

Cashier

Lowe's Home Improvement-Sioux Falls, SD

September 2021 to October 2022

• Processed customer transactions accurately and efficiently, handling cash, credit cards, and electronic payments

• Managed high-volume checkout lanes during peak hours without sacrificing accuracy and speed

• Assisted in training new cashiers on proper procedures for handling transactions and resolving customer issues

• Handled exchanges or refunds according to company policies while providing excellent service to dissatisfied customers

Sales Associate

Get-n-Go-Tea, SD

March 2019 to May 2021

• Provided excellent customer service to all gas station patrons, ensuring a positive experience

• Handled customer inquiries regarding products, services, or general information about the gas station

- Demonstrated strong problem-solving skills by resolving customer complaints or issues promptly and satisfactorily
- Frequently checked restrooms for cleanliness and restocked necessary supplies as needed
- Leveraged strong organizational skills to manage multiple tasks simultaneously while maintaining attention to detail

Collections Representative

Total Card Inc-Sioux Falls, SD

February 2018 to February 2020

- Negotiated payment arrangements with customers to resolve outstanding debts while maintaining positive customer relationships
- Utilized collection software and databases to track account status, update contact information, and document collection efforts
- Upheld strict adherence to regulatory guidelines such as the Fair Debt Collection Practices Act (FDCPA) during all interactions with debtors

Education

A.A.S. in Computer Programming

Southeast Technical Institute - Sioux Falls, SD

January 2023 to Present

Skills

- PHP
- Java
- C#
- HTML
- Assistant manager experience
- Web development
- Project planning
- JavaScript

Additional Information

Projects:

Daily Task App
- Experience utilizing React Native and JavaScript in creating an android app
- Utilized long term project management skills in a group environment.