Willard Moore

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Job Objectives

Objective: To explore an internship opportunity by seeking valuable feedback and guidance on my current qualifications and educational pursuits. while gaining industry insights to enhance my knowledge and skills. My goal is to obtain my first internship during my sophomore year of college and I am open to part-time or volunteer support roles and attending networking events to further enrich my experience in the field of Infomation Science.

Education

Currently Pursuing a Bachelor Of Art in Web Development and Design

8/19/2024 to Anticipated Graduation date of May 13th, 2028

University of Arkansas at Little Rock - Little Rock, AR

Web design and development.
Interdisciplinary degree in rhetoric, technology, mass communication and art.
Minor in information technology
BA Web development and design focus:
Design, implement, and evaluate a computer-based solution to meet a given set of computing requirements.

Make informed judgments in computing practice based on legal and ethical principles.

Design, develop, test, and deploy responsive websites and web applications.

Identify and analyze user needs and take them into account in the selection, integration, evaluation, and administration of computer-based systems.

Communicate effectively with a range of audiences about technical information.

Experience

UA Little Rock | Trojan Tutoring

10/2024 to Present

ONSITE | PART-TIME

Tutoring Students in General Technology tutoring:
- Helping assist students with basic computer navigation, Email, Blackboard (School LMS), file management and class specific course in Web Technologies.
- Management of learner progress though notes and reporting in TracCloud system. Developing strategies to help assist in retention of course materials.
- Design, implement and collaborate on a Technology workshop held each semester at the Ottenheimer Library on campus at UA Little Rock.
- Working with fellow tutors in tabling for various events to advertise and promote the learning commons for tutoring.

Advanced Pathology Solutions | Accessioner

5/28/2024 to 08/19/2024

ONSITE | FULL-TIME

- Accession incoming Stool and GI samples from patients and clinics in 48 states
- Data entry of demographics and patient information
- Run insurance verification for eligibility and flagging cases where insurance is unavailable
- Maintain HIPAA standards for patient information and specimen handling
- Ensure compliance with safety controls while handling specimens and attending to client requests

Rock Region Metro | Streetcar Operator / Fixed Route Operator.

4/2023 to 5/2024

ONSITE | **FULL-TIME**

- Ran an Electric Streetcar in Downtown Little Rock, offering guided city tours with information on dining, attractions, museums, and historical buildings.
- Ensured safe operation of the trolley, navigating high traffic areas and preventing mirror strikes by staying within marked lines.
- Delivered service reminders and public service announcements to promote rider courtesy.
- Maintained a safe and inclusive environment for all trolley passengers.
- Transitioned to a fixed-route bus operator role, assisting with public transport system, educating on fare pricing, and ensuring safe operations of a 40-foot city bus.

Transcom | IT Specialist and Trainer

06/2020 to 05/2023

REMOTE | **FULL-TIME**

- Provided tech support for IOS and Mac devices, handling account lockouts and recovery calls.
- Met KPIs, conducted customer surveys, and reduced case ACW.
- Transitioned to a trainer role, leading 3-week classes for new advisors using Microsoft Powerpoint and Adobe Connect.
- Conducted upskilling classes for credit card services and insurance management.
- Implemented strategies to enhance employee retention, mentored new advisors, and coordinated mentors for live call support.

Hampton Inn by Hilton | Front Office Manager

04/2018 to 06/2020

ONSITE | **FULL-TIME**

- Started as Night Auditor and handled daily reports, late check-ins, security, and breakfast setup
- Managed front office operations as Front Office Manager, including customer satisfaction surveys, ordering amenities, and monitoring guest requests
- Attended Sales Training seminars and assisted with booking hotel blocks for group events

Cinemark | Assistant Manager

12/2013 to 06/2019

ONSITE | **FULL-TIME**

- Training and hiring manager responsible for staff development, evaluations, new hire training, interviews, and recruiting.
- Assisted with manager duties in theatre operations including box office, concession, and usher responsibilities.
- Created and maintained trailer playlists and managed Barco projectors.
- Conducted daily building inspections and reported safety and security issues to the general manager.
- Addressed customer concerns in person or via email post-theatre experience to uphold high standards of presentation, customer service, and theatre cleanliness.

Projects

Service Learning Project

August 2024 to October 2024

I am involved with the Ottemier Libary Learning commons on campus at UALR. I am assisting students with technology tutoring and assistance ranging from connecting to wifi, to general help on navigation of computer systems, School resources such as Blackboard, Microsoft and Google suite of tools to assist with how to complete assignements and navigate the technology. Additionally I am collaborating with another student and the commons coordinator on a technology workshop to be hosted in October around how to use technology with an emphasis on how to make adjustments on devices to ensure accessiblity needs are met for students.

Faciltated Learning Commons Tech Workshop Accessiblity Edition

October 16th,2024

Co Facilated a Tech Workshop at the UA Little Rock Ottenheimer Library.
One hour Workshop

Learning Objectives included how to ultilize the Read and Write Google Extension to accomdate Web Accessiblity needs for students.
Download and demod the read and write tool at the workshop.
Discussed on campus resources for students to ultilize technology tutors and the help of the Disablity resource office.
https://ualr.edu/news/2025/02/07/tech-tutoring/

Professional Affiliations

Association For Computer Machinery (ACM) | Member of the ACM   8/23/2024 to Present

Signed up for the ACM in the first week of my Freshman Semester.

Skills and Abilities

Python (Programming Language) BEGINNER SPECIALIZED

HTML5 BEGINNER SPECIALIZED

Cascading Style Sheets (CSS) BEGINNER SPECIALIZED

Presentations INTERMEDIATE DURABLE

Profile

Linkedin: www.linkedin.com/in/willardmoore
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