570.447.4057

WilCoYonkin@me.com

FULL-STACK ENGINEER | WEB DEVELOPER

SKILLS

Proficient: HTML, CSS, JavaScript, VSCode, React, Node.js, Express.js, PostgreSQL, SQL, Git, GitHub, PgAdmin 4, Postbird, Postman, Figma, Netlify, Canva

Knowledgeable: NoSQL, MongoDB, Railway.app, Docker. Python, C++, Unity

TECHNOLOGY EXPERIENCE

Code Ninjas

CODE INSTRUCTOR

September 2023 - August 2024

- Guided learners to aid understanding and knowledge of technology and coding concepts
- Taught JavaScript, Python, and C+ fundamentals using Impact, Microsoft MakeCode, and Unity
- Customized and supplement curricular materials to ensure knowledge transfer and growth
- Leveraged educator background to inspire learners' confidence in technology, math, and science

Apple

TECHNICAL EXPERT

June 2017 - October 2021

- Interpreted customer concerns and delivered appropriate product diagnoses and solutions
- Flexibly rotated through multiple technical specialties and skill sets with ease and confidence
- Translated technical knowledge via Apple iOS hardware and software technician certification
- Troubleshot device issues with customers and communicated appropriate solutions
- Trained new employees on software and hardware troubleshooting and company values

PICS ITECH

CLIENT ACCOUNT MANAGER

October 2021 - May 2022

- Managed CRM account data and quickly resolved service tickets queue for 60+ clients
- Collaborated with clients to understand their business objectives and technical requirements
- Liaised between clients and technical teams, facilitating communication and understanding
- Collaborated with internal and external partners to drive projects from onboarding through closure

ADDITIONAL WORK EXPERIENCE

AmeriCorps

CORPS MEMBER

February 2014 - May 2016

- Managed programmatic initiatives and outreach strategies for remote cross-functional teams
- Led project development, coordination, and implementation for internal and external teams

EDUCATION & CREDENTIALS

Full-Stack Engineer Professional Certification, Codecademy	2024
Front End Engineer Professional Certification, Codecademy	2024
Certified Apple iOS Hardware and Software technician, Apple	2019