William
Kitchen

2185 Pemberton Point, Buford, GA 30519

678-977-1632

William.J.Kitchen@gmail.com

LinkedIn - GitHub - Portfolio Site

EXPERIENCE SUMMARY

- Lifelong learner, with a focus on technology and computer science.
- Experienced with all team sizes, where members must grow to accommodate gaps.
- Knowledgeable about Citrix, VMWare, M365, Active Directory, Server Hardware, etc.
- Accomplished with trouble-shooting, problem solving, and diagnostics.
- Trained and collaborated as an escalation point for Helpdesk employees and other IT

SKILLS SUMMARY

Systems Administration: Windows Server, Microsoft 365, Virtual Machines, Cloud Administration, DFS, user hardware, etc.

Programming/Development: Unreal Engine, C++, Unity, C#, Full-Stack Development, JavaScript, HTML, CSS

Frameworks/Libraries: .NET, Bootstrap, Web Forms, React

Database: SQL Server, MySQL

IDE's: IntelliJ, Visual Studio, Visual Studio Code

Project Management: Scrum, Agile

Version Control: Git, Azure

Business Domains: Power, Construction, Healthcare

AI: Copilot, ChatGPT

Non-Technical: Customer Service

WORK EXPERIENCE

Application Engineer | Great American Insurance Group - Cincinnati, OH   **Jun 2023 – Jan 2026**

- Skillset used: Java, Javascript, SQL, .NET, C#, HTML, CSS
- Assisted in designing, developing, deploying, and maintaining software applications supporting business and insurance processes; implemented new features and enhancements based on business requirements while ensuring seamless system integration; supported testing, maintenance, and ongoing improvements by resolving defects and adapting to scope changes; collaborated with cross-functional teams and stakeholders to translate business needs into technical solutions; monitored and improved application performance; provided timely technical support to end users; identified process improvement opportunities; and reported on project progress as needed.

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Software Developer| Crop Risk Services, American International Group - Decatur, Illinois   **Feb 2023 – Jun 2023**

- Skillset used: SQL, .NET, C#

- Designed, developed, and maintained crop insurance software solutions; collaborated with employees and end users to gather and document business requirements; delivered clean, well-tested, and reliable source code on schedule; completed assigned tasks within established timeframes; applied critical thinking and problem-solving skills to investigate and resolve software issues; collaborated closely with programming team members to support initiatives and research development challenges; worked through all phases of the software development life cycle; and provided timely status reports on development progress.

Systems Administrator | Williams Industrial Services Group, LLC - Tucker, GA   **Jan 2014 – Jan 2022**

- Headed projects for telephony, Microsoft 365, Barracuda Web Security, Message Archiver, Spam Filter appliances, networking, file servers, etc. Regularly worked with servers and virtual machines. Managed group policies for the organization and set security requirements.

- Worked first as a Help Desk Technician and then as Systems Administrator with Williams Industrial Services Group, LLC, full-time Jan 2014 - Jan 2022. Managed a large number of physical and cloud-based system across state and country lines to help the company efficiently manage its work in the power sector. Learned how vast the technology sector is, and how important it is to be able to take on new concepts to stay current.

EDUCATION & TRAINING

Certification in Game Development | The Tech Academy   **Jan 2022 – July 2022**

- Immersive Full Stack Software Developer boot camp with more than 600 hours of instruction and hands-on coding. Predominantly the program is based on Unreal, Unity, C++, C# and Python, along with the fundamentals of Computer Science, Django, .NET Framework, MVC, HTML, CSS, JavaScript, T-SQL/SQL, Agile / SCRUM and web application development. Completed numerous practical projects.