WILLIAM PENNEBAKER

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Education

Masters in Computer Science   Expected Spring 2023

Florida International University - GPA: 3.63

Relevant grad coursework: Advanced Software Engineering, Intro to Algorithms, Principles of DB Management

Bachelors in Computer Science   Aug 2021

Florida International University - GPA: 3.63

Relevant undergrad coursework: Programming 1-2, Systems Programming, Data Structures, SQL Database

Skills

Languages: Java, Python
Front End: Html, CSS, MySQL
DevOps: Azure, ServiceNow, Ansible Tower

Work Experience

SOFTWARE ENGINEER Intern – Chevron – Houston, TX   May 2022 – August 2022
- Revamped a companywide **Power App** that tracks the major incidents from **ServiceNow** affecting 1000+ users.
- Created **Microsoft flows** for the Power App to pull and post information regarding major incidents reported to a **Sharepoint** list page.
- Implemented new functionalities targeting an increase in user experience by changing appearance and interactions.
- Assisted in the development of topics/topic blocks for the Virtual Agent Chat Bot in ServiceNow.

DEVSECOPS SOFTWARE ENGINEER Intern – Assurant, Inc. – Miami, FL   May 2020 – March 2021
- Reduced wait time between Networking IT tickets by 99% while simultaneously decreasing completion time by nearly 13 hours.
- Optimized Assurant's resource spending by increasing human labor efficiency by 40%.
- Developed an automation process in an Agile framework to shorten the system's developmental life cycle and provided continuous delivery with high quality software.
- Designed a **Python** script using custom **REST APIs** and automated via **YAML**.

LEARNING ASSISTANT – Florida International University – Miami, FL   Jan 2019 – May 2020
- Led weekly labs for Java Programming 1.
- Prepared lesson plans, assisted in holding lectures, and curated challenging assignments intended to help students learn the fundamentals of object-oriented languages, basic programming concepts, amplify logical thinking, code efficiency and increasing their proficiency in **Java**.

Personal Projects

Automated Currency Exchange Machine
- Developed a C program that converts dollars to multiple different currencies.
- Used mpicc to make the program run in parallel, which converts multiple amounts of dollars to multiple different currencies in a faster time.