**Desmond Williams**

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**Objective:**

Determined and creative Software Developer looking to utilize eagerness to learn, passion for coding, and problem solving to transition from design to development to ownership in the tech industry.

**Education:**

* **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, September 2021**
* 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training
* **IvyTech College, Bloomington, Indiana, May 2020**
* **Indiana University, Bloomington, Indiana, May 2019**

**Competencies & Functional Skills:**

Problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, organization, Agile methodology, portfolio development, addressing and resolving business challenges, Management

**Technical Skills:**

**Languages:** C#, ASP.NET, API development, HTTP methods, MVC, pair programming

**CI/CD:** Agile, Scrum, Git

**Testing Tools:** Postman, Mercury Tools, Unit Testing

**Databases:** SQL Server, relational databases

**Web Technologies:** HTML, CSS, APIs, stateless components, session validation, responsive web design

**Technical Projects:**

* **Gold Badge Project github.com/demowi8/GoldBadgeChallenges**
* Utilized C# to solve challenges based on real-world applications.
* **Contract Now Blue Badge Project**

Utilized C# to build the backend to an API.

**Professional Experience:**

**Customer Service Representative, C. E. R. Services, Bloomington, IN, September 2020 – April 2021**

**Project Scope** The Indiana State Health Department developed logistics involving the infection rate of Covid-19 as well as implementing the vaccine amongst the population.

* Disseminated important information to the public regarding safe Covid-19 protocols.
* Utilized CRM strategies and software to provide clients with a unique and catered customer experience in a fast-paced environment.
* Assembled detailed reports using sensitive information garnered from clients.

**Manager/Lead-Bartender, Fat Dan's Deli, Bloomington, IN, November 2019 – March 2020**

* Monitored and recorded business logistics daily such as server checkouts, drawer counts, training of new staff and the optimization company policies.
* Conferred with the general manager about upholding company policies as well as the development of the staff and the business as a whole.
* Facilitated high volume clients to ensure satisfaction and renewal of accounts by prioritizing and delegating workloads.

**FOH Manager, Trailhead Pizzeria, Bloomington, IN, May 2018 – August 2019**

* Managed and coached employees daily to deliver the highest level of customer service throughout shift.
* Monitored and recorded business logistics to ensure proper productivity and progress towards sales goals including logging daily sales and drawer countings.
* Maintained a cleanily and productive work environment to ensure customer and employee safety.

**Awards & Achievements:**

* EFA Core Value Award