William O. Fleming

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Solutions-oriented full stack developer with a great sense of curiosity and a passion to build and solve complex problems. I believe coding and technology allows me to show creativity and has the potential to change people lives through different platforms. I enjoy learning and constantly challenging myself to be better in all aspects of life.

SKILLS

Java| Postgres| Git| React/React Native | SQL | noSQL | RESTFul Routes/API/Axios| CSS
Django| Node.Js | Express.Js| MongoDB | Python | HTML5 | JavaScript | Jira
Team Collaboration | Cross-Functional Communications | Customer Relationship Cultivation
Technical Troubleshooting & Repair | Complex Problem Solving | Team Leadership & Development | Critical Thinking

KEY CONTRIBUTIONS

Technical Operations
- Maintained and provided technical support for applications, PC operating systems, PC hardware and related peripherals.
- Supported network analysts/technicians and operational staff members in resolving hardware, software, network or telephony communication problems.
- Utilized databases daily to track and execute incoming issues, while maintaining current projects and workload.
- Promoted a responsive, customer-oriented services delivery team to drive customer satisfaction and retention.

PROFESSIONAL WORK HISTORY & EXPERIENCE

General Assembly, Web Development Fellow, Atlanta, GA, 2018-Present
- Web Development Immersive (WDI) is a 12-week long training program dedicated to give a deep dive into the world of web development, focusing on web development tools and best practices. Technologies focused in Git/Github, HTML, CSS, JavaScript, Node, React, MongoDB, SQL, Python, etc.

General Assembly, Front Lines Facilities Lead, Atlanta, GA, 2017-Present
- Maintained vendor relationships by keeping track of vendor payments and approvals.
- Support overall facilities processes to ensure entire front lines team is trained on AV/Facility related issues

Wal-Mart, Electronics Department Manager, Atlanta, GA, 2016-2017
- Ranked in top 10% for most sales during holiday season.
- Exceeded financial goals by managing customer inventory flow process.
- Slashed shrink by 32% from previous year and improved sales.
- Ensured customer satisfaction/retention by timely offering proactive resolution ideas while driving actionable responses to questions, concerns, or challenges.

PREVIOUS WORK HISTORY: Electronics Sales Associate, Sam's Club, Savannah, GA, 2014-2016 |**Paint Sales Associate,** Home Depot, Savannah, GA, 2014-2016 | **Home Theater/Lifestyles Sales Consultant (Seasonal)**, Best Buy, Savannah, GA, 2013-2014 | **Office Assistant**, Savannah State University, Liberal Arts, Savannah, GA, 2009-2012

EDUCATION & AFFILIATION

Web Development Immersive, General Assembly
Web Development, Per Scholas CodeBridge, Valedictorian
Introduction to User Experience (UX) Design, Coursera
Bachelor of Business Administration, Business Management, AACSB Accredited, Savannah State University
Volunteer, Tybee Beach Clean Up | **Event Organizer,** Savannah State Kits of Survival | **Team Lead,** Let's Can Hunger
Member, National Urban League's Black Executive Exchange Program, SSU