Kalen Williams

Experience

2019–Current   **Web Developer**, *Adams Publishing Group*, Pocatello, ID.
- Develop internal press management system using LAMP stack
- Manage web servers for internal and customer-facing websites
- Mantain several commercial sites written in a variety of frameworks including: Django, WordPress, ExpressionEngine
- Develop content in TownNews CMS

2017–2019   **Web Developer Intern**, *Idaho State University*, Pocatello, ID.
Developed frontend and backend of ISU.edu.
Projects:
- Update website accessibility to WCAG specifications
- Redesign frontend to use modern standards such as Bootstrap 4 and flexbox
- Integrate main website with several internal systems via their APIs
- Extensive use of TerminalFour CMS
  - Develop page layouts & content types using TerminalFour programmable layouts
  - Develop website builder forms to increase customizability for end users

2019   **Epic EMR Support Technician**, *Portneuf Medical Center*, Pocatello, ID.
- Troubleshoot and test Epic EMR installation for technical dress rehearsal

2014–2017   **Customer Service Associate**, *Convergys Corporation*, Pocatello, ID.
Roles:
Agent Support & Coaching Agent
- Developed web app allowing new agents to track required metrics while on a call
- Developed web app to simplify time required to find proper troubleshooting script

Case Management Agent
- Developed Excel VBA macros to simplify call documentation
- Assisted customers with reoccuring technical issues

Education

2013–2019   *Bachelor of Science: Computer Science*

Idaho State University, Pocatello ID

Skills

Languages   Python, Javascript, PHP, MySQL, Postgres, Java, HTML/CSS, Bash

Frameworks   Django, Laravel, Vue, React, NodeJS, Bulma, Bootstrap

Technology   Git, Linux, NGINX, Apache, Vim