Kalen Williams

Education

2013 - 2019	*Bachelor of Science: Computer Science* Idaho State University, Pocatello ID
Key Courses	Advanced Software Engineering Project, Database Implementation Design Web Development Client Side, Web Application Development System Analysis & Design, Data Structures & Algorithms Artificial Intelligence, Networking & Virtualization

Experience

2017–Current **Web Developer Intern**, *Idaho State University*, Pocatello, ID.
Developed frontend and backend of ISU.edu.
Projects:
   Use TerminalFour's API to write Javascript compiled in javax.script to produce dynamic web pages
   Integrate main website with several internal systems by consuming their APIs
   Redesign frontend to use modern standards such as Bootstrap 4 and flexbox
   Extensive use of TerminalFour CMS
   - Write page layouts & content types to use TerminalFour programmable layouts
   - Developed dynamic webforms to increase customizability for end users

2014–2017 **Customer Service Associate**, *Convergys Corporation*, Pocatello, ID.
Part of advanced technical support team Case Management
Later joined Agent Support & Coaching team
Roles:
   Agent Support & Coaching Agent
   - Took supervisor calls when customers needed additional help
   - 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
   - Assisted customers with reoccuring technical issues
   - Developed Excel VBA macros to simplify call documentation

Skills

Languages	PHP, Javascript, MySQL, T-SQL, Java, HTML/CSS, Python, C#, Bash
Frameworks	Laravel, JQuery, VueJs, React, Bulma, Bootstrap 4, TerminalFour CMS
Technology	Git, Linux, NGINX, Vim, Intellij IDEs

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