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.
Maintained frontend & backend of ISU.edu.
Developed web forms for end users
Projects:
    Redesign frontend to use modern standards such as Bootstrap 4
    Extensive use of TerminalFour CMS
    Write page layouts & content types to use TerminalFour programmable layouts
- Wrote server side Javascript compiled in javax.script to produce HTML
- Reduced number of page layouts from 97 to 48
- Developed dynamic content types 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, HTML/CSS, Python, C#
Frameworks	Laravel, JQuery, Bootstrap 4, TerminalFour CMS
Technology	Git, Linux, NGINX, Vim, Intellij IDEs