



# Kalen Williams

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## 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 reoccurring technical issues
  - Developed Excel VBA macros to simplify call documentation

## Skills

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