

MCKINLEY WILTZ

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2817438162

Passionate Computer Engineering graduate with extensive experience in problem solving involving designing and creating solutions to areas of opportunity. Seeking to use proven skills leadership, debugging/coding, and problem solving in an engineering capacity.

EDUCATION

BS COMPUTER ENGINEERING, UNIVERSITY OF HOUSTON AT CLEAR LAKE

GRADUATED MAY 2020

- Active member of **NSBE**
- Relevant Coursework: Digital/Linear Circuits, Microprocessor Interfacing, Software Engineering, Digital System Designs, Microcontroller Programming, Engineering Design and Project Management

SKILLS

- Experience in programming languages such as Java, C+, Python, and Assembly
- Communication
- Creative Thinking
- Project Manager
- Problem Solver
- Debugging
- Agile Development Methodologies

ACTIVITIES

For my senior project my group successfully designed, built, and programmed a suitcase to follow its owner based on a Bluetooth connection to the owners cellphone. We used a Raspberry Pi device as our main device driver and used the Python programming language.

EXPERIENCE

JUNE 2016 – PRESENT

CONSTRUCTION/ENGINEERING SPECIALIST, COMCAST

- Total quality management on construction projects(residential, and commercial) from start to finish between all points of contacts including survey, draft, design, financial approvals, and quality assurance.
- Manages more than 30 projects simultaneously while ensuring each project meets the projected completion date using agile methods.
- Established and ongoing execution of a new strategy using statistical analysis that has reduced project completion from 6-8 weeks to 3-4 weeks
- Reduced the Service Level Agreement time on all customer tickets to 24 hours through process improvement
- Recommended and executed a system to identify more potential revenue sources per project through analysis
- Other accomplishments include decreased cost per mile and developing a proper formula to determine cost to company vs cost to the customer to improve efficiency
- Created and serves as president of the Engagement Committee for the Construction group.

FEBRUARY 2015 – JUNE 2016

CUSTOMER ACCOUNT EXECUTIVE 5 -LEAD SUPPORT, COMCAST

- Traveled and provided ongoing support, training, and mentorship of new agents in the Houston, Denver, and Seattle markets
- Assisted customers with advanced online technical issues, including but not limited to wireless networking, printing, and Microsoft Outlook
- Served as supervisor in leadership's absence and maintained teams goals
- Developed new training material as necessary for the department
- Member of the West Division Service Delivery Team tasked with coming up with new processes and procedures to improve the Customer Experience.

JANUARY 2013 – FEBRUARY 2015

OUTAGE MANAGEMENT POC COMCAST

- Monitored different points of data sets to identify outages across 9 different regions across the United States
- Organized and led conference bridges between all necessary points of contact in the events of an outage
- Distributed communication to all agents regarding known outages and maintenances and provided briefings on new product launches
- Created and prepared reports and communication for senior management that provided a daily snapshot of all issues for that day
- Maintained staffing levels and created schedules to maximize efficiency