NICOLE **WILLIAMS**

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TECHNICAL SKILLS

- **Software**: Microsoft Office Suite, LibreOffice, Adobe Dreamweaver, Atlassian/JIRA, SQL Server, Eclipse, Brackets, Balsamiq, Axure, Salesforce CRM, GitHub, Sketch
- **Operating Systems**: All Windows Oss, Unix, Linux, Apple Mac OS X
- **Programming Languages**: HTML5, CSS3, JavaScript, JQuery, PHP, BASH Shell Scripting, MySQL, PL/SQL, Java, Spring MVC framework
- **General**: Internet, Audio/Video, Backup/Restore Utilities, FTP, Presentation Programs, Spreadsheets, Interface Design, Web Design, UX Design, Prototyping, Computer Hardware, Version Control (Git), Database Management, Agile Environment, Scrum, Bootstrap Toolkit, Excel, Customer Service

EXPERIENCE

10/2019 – PRESENT
SALES PROFESSIONAL, RED VENTURES

- Sales professional at a high-energy, fast-paced sales center where inbound phone calls are received from residential customers shopping for television and internet services. Goal is to exceed customer expectation by delivering product knowledge and value and closing the sale.

4/2018 – 11/2019
REAL ESTATE AGENT, ALLEN TATE REAL ESTATE

- Delivered market knowledge, expertise and top-notch customer service to clients looking to purchase or sell property.
- Key skills used in this position included problem solving, communication, and time management

1/2017 – 5/2017
FRONT-END DEVELOPER INTERN, ALLEGRO ORGANIZATIONAL SOLUTIONS INC.

- Spring internship where front-end development work was done on the current Allegro website. Development projects included troubleshooting and creating new form functionality, as wells as integrating database usage and e-commerce on the site using HTML, CSS, PHP, and JavaScript.

5/2015 – 8/2015
AUTOMATION ENGINEER INTERN, PREMIER, INC.

- Summer internship where two automation projects were completed and went into production with the company. The first project was an automated ETL status email that is sent daily to the Automation Engineering team to alert them of the status of all ETLs. Project was completed using BASH shell scripting
- The second project was an Oracle database table cleanup. This project eliminated tables in the database that were no longer in use and using space. Project was completed using SQL, PL/SQL, and BASH shell scripting.

EDUCATION/CERTIFICATIONS

JANUARY 2020

HTML/CSS/PHP COURSES, UDEMY

- Online courses currently being taken which explore all aspects of front-end web development including HTML5, CSS3, web design, PHP, and coding fun projects.

JANUARY 2020

UX CONCEPTS CERTIFICATION, BRAINBENCH

- Certification earned online upon demonstrating a solid understanding of core UX concepts, with strengths displayed in usability testing, conceptual modeling, and navigation modeling.

JANUARY 2020

MAC OS X 10.8 DESKTOP ADMINISTRATION CERTIFICATION, BRAINBENCH

- Certification earned online upon demonstrating a clear understanding within this topic including networking, security, OS X support, and user account management.

DECEMBER 2016

B.A. IN COMPUTER SCIENCE, UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE

- UNCC graduate with a Bachelor's Degree in Computer Science with a concentration in Web Development. This education has provided me with a range of experience in fields such as information security, computer networking, application programming, prototype building, user experience, and many more. The project experience and education allowed me to learn full stack web development skills and how to build these securely and completely.