

# John Williams

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## QUALIFICATIONS

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- Two years of working GIS, data research and analysis experience
- Work policy development experience in GIS mapping and data management
- Strong attention to detail and work ethic
- Strong team building and problem solving skills
- Competent in Microsoft Office (Word, Excel, Power Point, Access), SQL, Java, HTML/CSS and Ruby on Rails

## WORK EXPERIENCE

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### Risk Investigator

Oct 2016 - Present

*Amazon, Seattle, WA*

- Investigate and resolve trouble tickets involving Fulfilment by Amazon products and warehouse inventory
- Collaborate with team members to write standard operating procedure documents for new processes and ticket types
- Perform quality audits of trouble tickets to ensure accuracy and proper procedure is followed

#### *Key Accomplishments*

- Streamline standard operating procedure for new process resulting in reduced completion time

### Visual Data Specialist II

Jun 2014 – Jun 2015

### Visual Data Specialist I

Jun 2013 – Jun 2014

*Google, Google Maps, Bothell, WA*

- Create and maintain high value data sets in the Google Maps database from engineer and user sources
- Utilize SQL to pull various data sets for cross departmental support
- Responsible for new team member training and mentorship
- In charge of policy documentation and quality control work
- Develop and improve data quality of Sochi, Russia in preparation for the 2014 winter Olympics

#### *Key Accomplishments*

- Optimize project workflow and efficiency by streamlining data policy documentation
- Write over four comprehensive policy documents for European countries to protect data integrity and streamline training processes
- Work with country specialists to correct and improve over fifty locality features in and around Sochi, Russia before the 2014 Winter Olympics using purchased and leased data

- Collaborate with multiple departments to provide users with interface for finding polling stations before the 2014 midterm elections
- Identify and label areas of Africa reported to have Ebola outbreaks for public health and safety

### **Customer Service Clerk**

**Jun 2012 – Dec 2012**

*The Montlake Market, Seattle, WA*

- Welcome customers and help them with selection of products and services
- Answer the telephone and assist callers with their questions
- Maintain the cleanliness of the store and perform checks on all refrigeration equipment
- Uphold predefined customer service standards
- Organize product signage, coding and prices
- Perform weekly inventory checks

## **EDUCATION / CERTIFICATION**

**Oregon State University, Corvallis, OR**  
Bachelors of Science, Computer Science

**Expected June 2019**

### **Seattle Pacific University**

**Apr 2016**

Certificate of Teaching English as a Foreign Language

### **University of Washington, Seattle, WA**

**Jun 2013**

Bachelors of Arts, Geography

Areas of Knowledge: Geographic Information Systems, Data Analysis

## **EXTRACURRICULAR/VOLUNTEER ACTIVITIES**

### **Young Democrats at UW**

**Sep 2012 – Jun 2013**

Young Democrats Club, Seattle, WA

- Volunteer at political and fundraising events to support the community
- Spread awareness of political issues and upcoming elections
- Encourage and assist in new voter registration programs

### **Boy Scouts of America**

**Feb 2002 – Oct 2008**

BSA Troop 579, Kirkland, WA

- Completed community service projects including neighborhood recycling and compost
- Worked with the Redmond Parks and Recreation Department to restore a damaged trail in the Redmond Watershed reserve