

John Williams

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Education

Oregon State University, Corvallis, OR	Expected May 2019
BS Degree, Computer Science, GPA: 3.3	
University of Washington, Seattle, WA	Jun 2013
BA Degree, Geography	
Eagle Scout, Boy Scouts of America	Oct 2008

Employment

Risk Investigator II	May 2017 – Oct 2017
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Amazon, Seattle, WA

- Handled three projects intended to reduce wasted warehouse space occupied by unsellable inventory items
- Collaborated with team members in India to audit sellers suspected of fraudulent activity and remove or dispose of their inventory
- Developed tool to simplify online catalog refresh process using visual basic

Key Accomplishments

- Instrumental in the initiative to remove and dispose of approximately 400,000 units of stranded inventory belonging to sellers investigated for fraud
- Successfully increased warehouse space by over 50,000 units to accommodate for peak capacity during the holidays

Risk Investigator I	Oct 2016 – Jan 2017
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Amazon, Seattle, WA

- Investigated and resolved trouble tickets involving Fulfilment by Amazon products and warehouse inventory
- Collaborated with team members to write four standard operating procedure documents for new processes and ticket types
- Performed over 50 daily quality audits of trouble tickets to ensure proper procedure was followed

Key Accomplishments

- Streamlined standard operating procedure for new and existing processes resulting in faster completion time

Visual Data Specialist II	Jun 2014 – Jun 2015
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Visual Data Specialist I	Jun 2013 – Jun 2014
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Google, Google Maps, Bothell, WA

- Created and maintained high value data sets in the Google Maps database from engineer and user sources
- Responsible for new team member training and mentorship
- In charge of policy documentation and quality control work in my team's region

Key Accomplishments

- Optimized project workflow for five countries in Northern Europe by streamlining data policy documentation
- Supported the rapid development of a temporary user interface on Google Maps for finding local polling stations for the 2014 midterm elections

Technical Experience

Projects

- **File Transfer Server** (2017) - Two connection client-server network application utilizing sockets API to transfer files. C, Python
- **Small Shell** (2018) - Custom shell written in C, similar to bash for file handling and management. C
- **One Time Pad** (2018) - Program to encrypt and decrypt information using a one-time pad-like system and utilizes socket-based interprocess communication to validate codes. C

Languages and Technologies

- C++, C, Java, Python, SQL, JavaScript, Node js, Visual Basic
- Visual Studio, Eclipse, Vim