

# RICHARD MORRIS

Kissimmee, FL 34759

📞 407-394-5520 ✉️ [richard.morris2493@gmail.com](mailto:richard.morris2493@gmail.com) [in linkedin](#) [github](#) [portfolio](#)

## Education

### Valencia College

*Bachelor of Science in Software Development & Computing Technology*

**Sept. 2020 – May 2024**

*Orlando, FL*

## Relevant Coursework

- Data Structures
- Algorithms Analysis
- Artificial Intelligence
- Systems Programming
- Software Methodology
- Database Management
- Internet Technology
- Computer Architecture

## Experience

### Chick-fil-a

**April 2017**

*Asst. Director*

*Ocoee, FL*

- Boosted sales by developing and implementing targeted procedures that resolved unfavorable trends.
- Reduced overtime costs by 20% through optimizing staffing levels and effectively overseeing personnel.
- Enhanced operational efficiency by leading and directing team members on optimized methods and procedures, resulting in a 15% improvement in productivity.
- Transformed team performance, achieving a 25% increase in productivity through creative development initiatives.
- Elevated customer satisfaction scores by 30% by addressing and resolving inquiries promptly and maintaining superior service standards.
- Achieved key organizational goals and identified improvement areas by maintaining regular, strategic interactions with senior management.

## Projects

### Permit Query App for City of Orlando | *React, Nodejs, JavaScript, SQL, Python, TypeScript*

**May 2024**

- Built a user-friendly permit query application using React for the frontend, ensuring seamless user interactions and a responsive design.
- Engineered a robust backend with Node.js and Express, managing efficient data retrieval and processing.
- Utilized SQL databases for structured data storage and retrieval, optimizing queries for performance.
- Developed and integrated RESTful APIs using TypeScript and Node.js to facilitate communication between frontend and backend.
- Deployed the application on AWS, leveraging services like EC2, S3, and RDS to ensure scalability, reliability, and high availability.

### Sentiment Analysis Web Scraper | *Python, BeautifulSoup, Scrapy, NLTK, Docker, AWS*

**November 2020**

- Built a sentiment analysis web scraper using Python, leveraging BeautifulSoup and Scrapy for efficient web crawling and data extraction.
- Utilized NLTK for text preprocessing and sentiment analysis, incorporating advanced techniques for accurate sentiment classification.
- Deployed the application using Docker, ensuring consistent and isolated environments for development, testing, and production.
- Hosted the application on AWS, using services like EC2 for compute resources, S3 for data storage, and Lambda for serverless processing.

### Othello Board Game | *JavaScript, HTML*

**October 2020**

- Designed a dynamic board initialization method that sets up the game board with a customizable width, defaulting to 8x8.
- Implemented responsive design principles using HTML5 and CSS3, making the game accessible on various devices and screen sizes.
- Utilized turn-based game logic that alternates between two players, "black" and "white," and accurately tracks and updates the game state.
- Developed a method to evaluate potential moves across multiple directions, utilizing a mathematical approach to identify valid move locations.

## Technical Skills

---

**Languages:** Python, Java, C, HTML/CSS, JavaScript, SQL

**Developer Tools:** VS Code, Eclipse, AWS

**Technologies/Frameworks:** Linux, Jenkins, GitHub, JUnit

**Skills:** CRM, Angular, Root Cause Analysis, Customer service and needs, Technical Support, REST/API, Web Services, Active Directory, Ticketing, cross-functionally, front-end, HTTP, Interpersonal Skills, PostgreSQL, Ruby, Time Management, User feedback, C++, GitHub, NodeJS, ReactJS, Communication Skills, SaaS, Unity, Excel, MySQL, full-stack, macOS, SSO, Command line, Cloud computing, Shell Scripting, Virtualization

## Certifications / Extracurricular

---

### Certifications

**Summer 2020 – Present**

#### *Tech Certifications*

*Valencia College*

- TC: Operations Supp & Services, VALENCIA COLLEGE, 07/28/2020
- TC: Computer Info Data Spec, VALENCIA COLLEGE, 05/01/2022
- TC: Comp Prog Spec - Comp Prog, VALENCIA COLLEGE, 04/30/2023

### Extracurricular

**Summer 2017 – Present**

#### *Miscellaneous*

- Relay for Life Fundraising for the American Cancer Society and Fundraising for the Orlando Health Arnold Palmer Hospital for Children.
- Louis Stokes Alliances for Minority Participation Program.
- Annual Chick-fil-a 5k and Kids Fun Run.