

# William Sorn

## Full-Stack Web Developer

(612) 598-8999 | sornwilliam@gmail.com | linkedin.com/in/williamsorn

### EXPERIENCES

**Pearson Vue** | Bloomington, MN – Fully Remote –  
Channel Quality Administrator  
November 2022 – Current

Later in my career with Pearson VUE, I had the opportunity to go into a new experimental role, Channel Quality Administrator. With this new role, I would administrate the back-end work for my team. Review and assign cases to my team. Work on weekly/monthly reports. Carry out test center terminations. Manage my teams e-mail and communicate with other regions/departments. Provide backup for my team for the whole Americas region. Occasionally be on the phone if needed. I would also review site applications for new testing centers. Create or update internal company documents and procedures.

**Pearson Vue** | Bloomington, MN – Fully Remote –  
Channel Quality Specialist  
October 2020 – November 2022

As a Channel Quality Specialist, I will work with test centers that are at colleges, businesses and correctional facilities to ensure they are following the policies and procedures of Pearson. Answer calls in case the test centers need assistance or questions. I will also review applications for new test centers. Investigate and follow up with testing centers if there are any issues that happen such as candidate complaints, policies not being followed, etc. I managed the east coast region that had 800+ test centers.

**Dyson** | Various Locations, MN — *Dyson Expert*  
May 2019 – July 2020

With Dyson, I worked with a team of other experts traveling to different partner stores such as, Best Buy and Bed Bath & Beyond. At those locations, I would perform demonstrations of Dysons' products to spread awareness of Dyson's name and improve sales within the stores that we travel to. I build partnerships with the store's employees and help and teach them about Dyson Products.

**Microcenter** | St. Louis Park, MN — *Customer Service*

*Rep.*

August 2018 – November 2019

Here at Microcenter, I must be always ready at my feet. I'm responsible for guaranteeing customer satisfaction at the check-out lane, web pick up orders, returns, and service counters. Everyday there are several goals to meet, and I ensure to do the best I can to reach them.

**Prime 6** | Minneapolis, MN — *Barback*  
January 2018 – April 2018

As a Barback, I am responsible for consistently stocking the liquor supplies and always keeping the bar area clean. Assisting bartenders with various tasks. The customer service must be very polished and excellent.

**Hearthside Foods** | Lakeville, MN — *Blender*  
October 2016 – December 2017

While working for Hearthside Foods, I operated machines to blend products such as Sweet N' Low and other mixes. I also operated standing and sit-down forklifts to move products to their locations for blending. Understanding SAP was a must to manage inventory of items we blended and keeping track of each finished product. I would work with a team of other Blenders to mix products into a bag that handles 2000 lbs. of product.

**Walser Mazda** | Burnsville, MN — *Lot Technician*  
October 2015 - May 2016

As a Lot technician for Walser Mazda, I maintained the business's floor aesthetics by ensuring that vehicles were in top detailed conditions and met company's guidelines to garner sales.

**H&M** | Burnsville, MN — *Sales Advisor*  
December 2014 - October 2016

While working at H&M, I utilized skills such as customer service, visual merchandising, leadership, and teamwork to meet and exceed daily goals set by the company.

## **The Tea Garden MOA | Bloomington, MN —**

### ***Supervisor***

September 2013 - July 2014

Working as a supervisor at The Tea Garden taught me how to be a better leader. My job included not only basic barista duties, but also ensuring that my coworkers understood their job, were able to execute their duties, and maintain customers' satisfactions.

## **EDUCATION**

### **University Of Minnesota- Coding Boot Camp**

**St. Paul, MN**

***Full-Stack Web Development 2020***

***Certification Link***

### **Normandale CC |**

Bloomington, MN

*Applied Computer Science*

*Liberal Arts*

### **Apple Valley High**

**School | Apple Valley, MN**

## **OTHER SKILLS/EXPERIENCES**

### **BREAKDANCING CLUB |**

Normandale CC, 2013-2015 • Vice President

**VOLUNTEER |** Lao Student Association

Years of Customer Service

Team Management

Critical Thinking

Problem Solving

Attention to detail

Adaptability