Uchenna Williams

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Professional Summary:
Junior Software Engineer with solid foundation knowledge in full-stack development, cybersecurity, AWS cloud technology, and IT support. Experienced in building dynamic web applications, designing user interfaces with React, and developing robust backends using Spring Boot, Express, and Node.js. Proven ability to deliver reliable solutions in fast-paced environments. Strong communicator and quick problem solver with a passion for enhancing team efficiency and developing secure and scalable backend software within the FinTech industry.

Technical Skills:
Languages: Java, JavaScript, TypeScript, Python, SQL, HTML, CSS, MongoDB
Frameworks & Tools: Node.js, React, AWS, Express, SpringBoot, Postman, Docker
Operating Systems: Linux, macOS
Other: Git/GitHub, REST APIs, Bootstrap, Docker

Education:
PerScholas | Atlanta, GA | October 2025 - February 2026
Immersive Full Stack web development program using the MERN stack, gaining hands-on experience in backend development, web security, and agile practices.

University of Georgia | Athens, GA | August 2019 - December 2023
Bachelor of Science in Computer Science
GPA: 3.52

Certifications:
Per Scholas | MERN Full Stack Software Development   February 2026
Issued by Per Scholas in partnership with Capgemini and Synchrony

CompTIA Security+ CE Certification   May 2025
Issued by CompTIA

AWS Certified Cloud Practitioner   May 2025
Issued by Amazon Web Services Training and Certification

Professional Experience:
IT Help Desk Analyst
Tigris Fulfillment Partners | Lithia Springs, GA   May 2024 - August 2025
- Resolved an average of 30+ IT support tickets per day, ensuring timely resolution and minimal downtime for end-users
- Escalated or delegated tickets to appropriate teams, maintaining 100% documentation compliance within the ticketing system.
- Coordinated with vendors to manage service requests and hardware replacements, reducing issue turnaround time by 10%
- Maintained a structured knowledge base and ensured adherence to IT security policies, improving team response efficiency

Student Help Desk Analyst
University of Georgia | Athens, GA | August 2022 - December 2023
- Handled an average of 15+ daily support tickets via phone, email, and walk-in assistance at the UGA Main Library
- Provided first-level troubleshooting across software, hardware, and network systems, achieving a 95% first-contact resolution rate
- Prioritized and escalated incidents based on impact and urgency to minimize service disruption.
- Documented technical issues and solutions, contributing to a shared knowledge base used by over 10+ IT staff members

Robotics Tutor
CHESS & Community Conference Inc | Athens, GA | August 2022 - December 2023
- Mentored 10–15 elementary school students in robotics, focusing closely on 4–5 core learners to develop hands-on coding and problem-solving skills
- Collaborated with other engineers to design and 3D-print robot components, improving team project completion rates by 20%
- Taught foundational Python and Block code programming concepts, fostering interest in STEM education among underserved youth
- Partnered with NSBE (National Society of Black Engineers) to host workshops that introduced robotics fundamentals to local student

Leadership and Achievements:

Head of Public Relations Committee   August 2021 - December 2023
National Society of Black Engineers | Athens, GA
Recipient of the Zell Miller Scholarship | Athens, GA   August 2019 - May 2023
Pebblebrook High School Valedictorian | Atlanta, Ga   May 2019