**WILLIAM ARMSTRONG**

Garland, TX 72034

(945) 227-7634 | [will.ea.armstrong@gmail.com](mailto:will.ea.armstrong@gmail.com)

[LinkedIn](https://www.linkedin.com/in/williameaarmstrong/) | [GitHub](https://github.com/warmstrongsr)

**BACK-END DEVELOPMENT SPECIALIST**

Scrum Masterand United States Army Veteran leveraging 10+ years of proven experience in technical support and incident response. Proficient at training and developing over 20+ personnel in dynamic, fast-paced environments. Possess a comprehensive background in network security and systems configuration. Adept at providing effective technical solutions and leading teams of 10+ resulting in increased company security. Able to identify and address performance bottlenecks in the backend system, optimize codes, and improve response times. Career supported by a Master’s Degree, multiple IT certifications, and vast working experiences.

* Operational Processes
* Process Improvement
* Network Security
* User Authentication
* System Integration
* Testing | Evaluation
* Diagnostics | Repair
* Troubleshoot | Support
* Applications | Software

**PROFESSIONAL EXPERIENCE**

**US Bank | Conway, AR Dec. 2021 - May 2022**

**Scrum Master**

Built sustainable relationships, drove sales growth, facilitated effective Scrum ceremonies, aligned business objectives, coached team members, resolved impediments, and implemented rewarding initiatives. Organized and facilitated Scrum ceremonies, including sprint planning, daily stand-ups, sprint reviews, and retrospectives to ensure events were productive, time-boxed, and focused on achieving the team's goals.

* Developed and nurtured strong relationships with key stakeholders, project team members, and clients, resulting in a pristine book of business and achieving a remarkable sales increase of over 15% per quarter.
* Facilitated Scrum ceremonies, including daily standup, sprint planning, sprint demo, and retrospective, ensuring effective and transparent communication among team members
* Collaborated closely with the product owner to prioritize the backlog and align it with business objectives, ensuring the delivery of value-driven solutions
* Coached team members, imparting Agile and Scrum principles to improve processes and enhance productivity
* Resolved impediments that hindered team progress, enabling efficient advancement of projects and minimizing delays

**Residential Restoration Contractor | Conway, AR Sept. 2009 - Dec. 2021**

Managed 5-12 concurrent residential disaster restoration projects, coordinating construction teams, negotiating with insurance providers, and applying specialized skills in restoring century-old vintage applications such as artwork, Singer sewing machines, musical instruments, and furniture through upholstery replacement, wood, and leather-working.

* Collaborated with contract teams while ensuring positive client interactions throughout the project lifecycle and assisted operations when necessary to guarantee timely completions within budget
* Negotiated with insurance providers to ensure proper coverage and reimbursement for the restoration projects
* Coordinated and perform necessary mitigation activities to prevent further damage, such as water extraction, mold remediation, and debris removal.
* Selected appropriate materials and finishes for restoration projects, considering factors such as durability, aesthetics, and budgetary constraints

**Office Depot | Conway, AR Jan. 2020 - Aug. 2020**

**Business Development Manager**

Drove growth and profitability by identifying and developing new business opportunities for Office Depot within the commercial sector. Expanded the customer base, building strategic partnerships, and increasing revenue through the sale of Office Depot's products, services, and solutions.

* Implemented business development strategies to identify market segments, target customers, and drive revenue growth
* Conducted market research and analysis to identify industry trends, competitive landscape, and customer needs
* Built and maintained strong relationships with potential and existing customers, including key decision-makers, influencers, and stakeholders

**WILLIAM ARMSTRONG | PG. 2**

**Insight Public Sector | Conway, AR Apr. 2019 - Oct. 2019**

**Federal Account Executive**

Spearheaded statewide business development initiatives for Office Depot in Arkansas, driving sales growth and expanding the company's footprint in the region. Successfully met and exceeded sales targets, contributing significantly to the company's revenue growth in the Arkansas region.

* Developed and maintained a comprehensive customer database, enabling effective communication and personalized service for each client
* Conducted regular client meetings and presentations to educate prospective and existing clients about the comprehensive tech solutions provided by Office Depot, thus changing the narrative from just a brick-and-mortar store to a full-fledged tech solution provider
* Demonstrated expertise in large-scale technology sales, with a minimum value of $100K, ensuring high-value transactions and contributing to the overall growth and success of the organization

**Reynolds American, Inc. | Conway, AR Dec. 2014 - Mar. 2019**

**Mid-West Regional Sales Project Lead**

Managed and lead numerous cross-functional projects to enhance business practices and consumer engagement processes. Drove development of business improvement projects which established mutually beneficial relationships with business owners and the project team resulting in an increase of 6% (est. $1.2 million) share of the market in 5 territories.

* Led the pivot tool adoption project which lasted over 2 years and later added to the company intranet and is still in use
* Negotiated contract implementation and renewal of over 120 clients of varying sizes and compositions
* Developed and executed regional sales strategies and plans in alignment with overall company objectives and identified growth opportunities and set sales targets for the region

**Murphy USA | Monroe, LA Jan. 2013 - Nov. 2014**

**Store Manager**

Managed day-to-day operations of the store, including opening and closing procedures, cash handling, inventory management, and ensuring compliance with company policies and procedures.

* Implemented strategies to enhance customer experience and satisfaction, including providing exceptional customer service and resolving customer issues or complaints
* Monitored and d stored inventory levels, including stock replenishment, merchandise displays, and conducting regular inventory counts
* Analyzed sales data and financial reports to identify trends, opportunities, and areas for improvement

**United States Army Jan. 2001 - Jan. 2013**

**Certified Instructor**

Trained and supervised military personnel in all construction operations and equipment usage/maintenance for assigned work projects. Devised network flow diagrams and planned, coordinated, and facilitated work activities of supporting units.

* Designed and developed training programs, lesson plans, and instructional materials based on established Army training objectives and standards
* Delivered training sessions in both classroom and field environments, using a variety of instructional methods and techniques to engage and educate soldiers
* Led and managed a team of 13-15 troops, successfully executing mission assignments and instructed and mentored future leaders in the Warrior Leadership Course, facilitating professional development

**EDUCATION | CERTIFICATIONS**

Master of Business Administration **(MBA)** | University of Phoenix | 2014

Bachelor of Business Administration **(BBA)** | University of Louisiana Monroe | 2009

Codeup/Front-end Software Engineer | 2022

[Software Engineering - Coding Temple](https://www.credly.com/badges/1ca1ef4a-0cf5-427b-9c8e-b3dbc9818a5b/linked_in?t=ruor15)

Project Management Professional **(**[**PMP**](https://www.credly.com/badges/10166a18-ba9b-48e7-acba-6b6856ed7ac2?source=linked_in_profile)**)**

Certified Scrum Master **(**[**CSM**](https://drive.google.com/file/d/1htcSm7WPCCOlnQikZVVGcuE0QywEjbj5/view)**)**

Lean Six Sigma Black Belt **(LSSBB)**

Certified US Army Instructor | United States Army

**TECHNICAL COMPETENCIES**

**Software:** Microsoft Office Suite 365

**Operating Systems:** Linux /Mac/ Microsoft Windows

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

**Frameworks:** Bootstrap, Flask, Jinja 2, Node.js, React, Spring Boot

**Databases:** GraphQL, Microsoft SQL, MongoDB, MySQL, PostgreSQL, SQLite

**Libraries/Tools:** DBeaver, DB Browser, Git, GitHub, jQuery, Jupyter Notebook, Postman, REST APIs, Slack, Autodesk, CompanyCam, Confluence, Jira, Microsoft Office and Project, Minitab, Trello, Smartsheet