William Crawford

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EXPERIENCE

Accenture   **Seattle, WA**

Accenture Internal

Software Engineering Manager   *Sept. 2023 – Present*
- Manage a team of 20 engineers building a change management app in Next.js + React
- Assist with client demos by building custom, branded versions of the application
- Collaborated with customers to gather feedback, triage feature requests, and prioritize development efforts, resulting in a 150% improvement in feature delivery

Major Technology Company

Software Engineering Manager   *March 2023 – Aug. 2023*
- Implemented a UI + UX redesign for a compliance management tool, improving the system usability score (SUS) by 20%
- Developed 12 new data visualization React pages for a productivity software suite used by 300MM+ users monthly
- Oversaw a team of 7 engineers and ensured the on-time delivery of the scope of work
- Delivered new onboarding documents, reducing onboarding time from several weeks to 3 days

Major Telecommunications Company

Software Engineer and Product Lead   *Oct. 2019 – Dec. 2022*
- Led a team of 6 developers and 4 UI/UX designers building a UI Design System with 200+ components, reducing development time for customers by 50%
- Architected and oversaw development of a documentation website for the UI library, used by 500+ designers, developers, and managers each month
- Converted 23 client product teams to use the UI library, generating more than $5.5MM in annual revenue for the UI Library
- Worked directly with customers of the product to resolve pain points and triage feature requests, increasing customer satisfaction by 36% YoY

User Experience Architect and Researcher   *Sept. 2018 - Sept. 2019*
- Designed the site map for an informational site on the client's design standards
- Communicated with client stakeholders to convert business requirements into UI wireframes
- Facilitated user research sessions to determine optimal menu structure for the site

PROJECTS

Crossrace.xyz | *WebSocket API, AWS (Lambda, API Gateway), Javascript, Angular*   *July 2024 – Present*
- Designed and developed a multiplayer word game, using Angular for the frontend and the WebSocket API with AWS Lambda for the backend
- Interviewed a focus group of 20 beta testers to gather feedback and feature requests

Crawsword.xyz | *Javascript, Angular, Python, AWS (Amplify)*   *May 2022 – Present*
- Designed and built a word game web app using Angular and Bootstrap for the frontend
- Utilized AWS Amplify for hosting and continuous deployment
- Used Python to identify suitable crossword clues from a dataset of 700k+

EDUCATION

University of Illinois at Urbana-Champaign   Urbana-Champaign, IL

Bachelor of Science in Aerospace Engineering, with Honors   *Aug. 2014 – May 2018*
GPA: 3.66/4.0

TECHNICAL SKILLS

Languages: Javascript, Typescript, HTML, CSS, YAML, Python, Java, SQL, GraphQL, MATLAB
Frameworks: React, Node.js, Next.js, Angular, Bootstrap, Material UI, SCSS, REST APIs
Developer Tools: Git, Azure, Jira, AWS (Lambda, EC2, S3, Amplify), Generative AI, Quickbase, WebSocket API
Additional Skills: UI/UX Design, Product Design, Product Management, User Research, Web Accessibility, Design Systems, Project Management, Agile, Content Management Systems (CMS)