

# William Falcone

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**Skills** JavaScript, Ruby, React.js, jQuery, Rails, Redux, SQL, Git, HTML5, CSS3

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## Experience

### Unified NY

New York,

#### Project Manager

July 2017 - Nov 2018

- Assisted Customer Success and Account Management team with identifying custom software solutions for Enterprise customers. Worked closely with Analytics Engineering team to plan and scope projects. Lead project implementation and managed teams from kickoff to project closeout.
- Worked with Customer Experience team to build software training platform. Platform consisted of training videos and content for Unified software customers. Project provided bandwidth and scaling opportunities for the Customer Experience team.
- Redesigned the Unified Customer Onboarding process. Combined 5+ years in onboarding enterprise software experience with Project Management approach. Decreased onboarding timeline by 25% and allowed for faster customer adoption.

#### Implementation Consultant

May 2015 - July 2017

- Built Unified's first Knowledge Base site. Platform included over 250 articles around Unified products, services, best practices and industry knowledge.
- Lead Unified platform configuration and setup. Worked with Customer Success team to understand Enterprise software customers business workflow in order to configure the Unified Platform to meet their business needs.
- Assisted Sales Reps with software demo's, technical questions and RFP's.

#### Solution Specialist

April 2013 - May 2015

- Launched Unified's helpdesk, working closely with the Engineering team to manage tier 1 customer support requests.
  - Managed 70% of inbound support tickets, averaged a 63% closed rate within the first 24 hours.
  - Assisted with two company acquisitions, incorporating software into Unified Platform.
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## Projects

### OpenBasil

*A fullstack, single-page restaurant reservation website inspired by OpenTable*

- Built user authentication process via Rails backend controllers and incorporated BCrypt gem to hash user password information.
- Leveraged AWS S3 cloud storage for restaurant images. Improving site load time and ability to scale.
- Implemented user reservation booking through React components and AJAX calls to backend to store and update database.

### Get Jerry through Shakedown Street

- A side scrolling adventure game built with JavaScript and HTML5 Canvas.
  - Utilized event listener controls and incorporated collision detection to manage game play.
  - Leveraged RequestAnimationFrame to improve canvas load time and user experience.
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## Education

### App Academy

Nov 2018 - Feb 2019

- Teaches full-stack web development: Rails, SQL, JS, React, TDD, algorithms, design patterns, and programming best practices.

### Auburn University

Graduated 2012

BS - Business Administration - Finance