

William Cohen

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Web Languages: HTML, CSS, JavaScript, JQuery, BootStrap

Other Languages: Git, VBA, SQL, Python, C++, PHP

Developing Interests: OAuth, SASS, React.js

Familiar With: Windows/Windows Sever, Linux (Ubuntu), Mac environments

Graphics Tools: Adobe Creative Suite, Unity Engine

Design Skills: Illustration (physical and digital), drafting and graphic design training

Professional Experience

Partners in Health, Boston, MA

Solutions Engineer

September 2015 – Present

Assumed increased responsibility after departure of manager

- Fully responsible for support, knowledge, and maintenance of all fundraising department information systems, tools, scripts, resources, and solutions, managing data for 30,000 active donors, 120,000 donations per year, in a department of 40
- Developed scripting to parse 2500+ transactions per year from specific data sources, reformatting and adding metadata
- Maintained and expanded web application allowing for validation and scheduling of user-generated imports to the central database (approximately 80,000 transactions per month)
- Python script to scrape .eml files of pertinent data, processing 20-40 emails per week, and converting to .csv for import
- Lead project manager for database server migration, coordinating sys admin, engineer, and 50 users, completing the entire project in three months.
- Concurrently fulfilled prior responsibilities of application technician with decreased oversight

Application Support Technician

October 2014 – September 2015

- First and second tier support resource for technology needs of fundraising department of 40+
- Co-constructed and maintained modular receipt letter script, allowing for variable letter copy, dynamic receipt generation, and conditional contact information—enabling an outreach team of four to send 120,000 customized letters per year
- Designed, updated, and documented policies and procedures across department, from security best-practices to coordinated data maintenance to gift-processing technologies
- Fulfilled data requests and reporting on database of 30,000 active donors using CRM tools, Power Pivot, minimal SSRS
- Tasked with onboarding and training of new additions to fundraising department
- Overhauled security and permissions provisioning for donor database CRM, and provided user account admin for entire Development department over variety of platforms and servers

Helpdesk Technician

November 2013 - October 2014

- First tier point of contact for Information Technology department of four, interacting with a local presence of 200 employees and executives and a much larger international organization.
- Composed interdepartmental memos and notifications for IT announcements and communication.
- Handled daily technical troubleshooting and triage of problems.
- Developed and undertook multiple concurrent projects under the umbrella of overall IT plan such as inventory management, software roll-outs, and department organization and documentation.

Explo at Yale: Exploration Summer Programs, New Haven, CT

Audio Video Coordinator/Instructor

June – August 2013

- Ran evening events, providing sound and lighting solutions to lecturers, bands, and lawn events at summer program for 700 high school students. Solely responsible for highly visible projects under strict, immediate deadlines.
- Provided AV support for 120 instructors, allocating a large inventory of limited resources
- Thrived in an environment of fluctuating requirements and daily unforeseen complications, directing a rotating team of inexperienced instructors.

Education

Wheaton College, Norton, MA.

Bachelor of Arts in English, Minors: Computer Science, Studio Art, Philosophy.

August 2009 – May 2013

Honors: Balfour Scholarship

Additional Training

General Assembly, Boston, MA. Fall 2016. Completed Front End Web Development course.

Academy of Art University San Francisco. Summer 2012. Coursework in video game design.