

# William Cohen

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49 Granville Ave. Medford, MA 02155

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

- 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)
- Created and maintained reporting suite for department-wide metrics, using SQL, PowerPivot, and PowerBI
- Engineered web application to validate user data before importing into the production database.
- Lead project manager for database server migration, coordinating sys admin, engineer, and 50 users, completing the entire project in three months.
- 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
- Concurrently fulfilled prior responsibilities of application technician with decreased oversight

**Application Support Technician**

October 2014 – September 2015

- 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
- Responsible for hygiene and administration of database of 30,000 active donors via external script and policy improvement
- 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
- First and second tier support resource for technology needs of fundraising department of 40+

**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.
- Oversaw implementation of security upgrades across international user deployment for Office365 migration
- 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.

**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.

August 2009 – May 2013  
Honors: Balfour Scholarship