

# William Cohen

will.r.cohen@gmail.com · [wrcohen.com](http://wrcohen.com) · (650) 269-4882  
49 Granville Ave. Medford, MA 02155

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

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

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

Graphics Tools: Adobe Creative Suite, Unity Engine

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

## **Major Projects**

- Web development work for personal portfolio and small web sites
- VBA scripts to parse lists of donations and process into useable data and augment metadata
- Python script to scrape .eml files of pertinent data and convert to .csv for import
- Managed process of database server migration, coordinating external vendors, internal technical staff, and all department users
- Modular receipt letter system, allowing for variable letter copy, dynamic receipt generation, and conditional contact information
- Overhauled security and permissions provisioning for donor database CRM

## **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
- Developed and implemented scripts, web applications, and macros used by fundraising operations
- Integrated various data sources with core database through automatic and manual methods
- Responsible for project management of operations team efforts
- 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+
- Designed and updated policies and procedures across department, from security best-practices to coordinated data maintenance to gift-processing technologies
- Fulfilled data requests and reporting using CRM tools, Power Pivot, minimal SSRS
- Assisted with training new staff and documentation of policies and procedures
- 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, 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

Summer program for 700 high school students at Yale University.

- Ran evening events, providing sound and lighting solutions to lecturers, bands, and lawn events.

# William Cohen

will.r.cohen@gmail.com · [wrcohen.com](http://wrcohen.com) · (650) 269-4882

49 Granville Ave. Medford, MA 02155

- Provided AV support for 120 instructors, allocating a large inventory of limited resources
- Solely responsible for highly visible projects under strict, immediate deadlines.
- Thrived in an environment of fluctuating requirements and daily unforeseen complications, directing a rotating team of inexperienced instructors.
- The experience of near-constant problem solving and intense personal responsibility provided the energy to meet the demands of the job.

## **Wheaton College, Norton, MA**

### ***IT Department Student Manager***

September 2010 – May 2013

Coordinated IT support for 1600 students and 150 faculty members

- Oversaw a team of three student techs managing the status of multiple jobs and calls, and liaised between clients and staff technicians for on-site and over-the-phone technical help.
- Worked with students, faculty and staff to resolve hardware, software, and networking issues
- Kept team focused, on-task, and happy. Served as representative between student techs and staff techs to maintain productivity and congeniality of workplace.

### ***Assistant Stage Manager and Lighting/Audio Design***

Spring 2010 - May 2013

Coordinated all necessary communication and production needs between stage manager, lighting and audio techs, and performers.

- Worked on main stage productions with great degree of independence in regards to personal responsibility and artistic direction, with all projects finished under budget and ahead of schedule
- Determined own timeframe and deadlines to cohere with overall production schedule.
- Followed director and technical director's leads and developed projects in keeping with upper-level intentions

## **Neighborhood Tech Support, Palo Alto, CA**

Summer 2011

Junior Tech/Intern

- Acting office manager and dispatched/coordinated a staff of six technicians.
- Fixed software, hardware, and network errors, while enabling communication between manager and small business and residential customers
- Received incoming queries and scheduled technicians with customers; tracked status of repair projects, both in the shop and on site; worked with walk-in customers as well as long-term contracts; organized invoices and handled customer billing.

## **Peninsula Summer School, Menlo Park, CA**

Summer 2004 – 2010

Camp Counselor

- Taught drawing and cartooning classes to children ages 6 – 14
- Led drama class and organized production of a play, from early script choices to a finished theatrical production

## **Education**

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

**Wheaton College**, Norton, MA. Graduated May 2013. Bachelor of Arts in English, Minors: Computer Science, Studio Art, Philosophy. GPA: 3.5 Honors: Balfour Scholarship

**Academy of Art University** San Francisco: Coursework in video game design.