

# WILLIAM KIM

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## SUMMARY

As an IT Specialist and fullstack coding bootcamp student at UCLA Extension, my main focus is to transition to a Software Developer position. I possess strong attention to detail, an analytical mindset, and a drive for continuous learning, making me a valuable asset to any team.

## EXPERIENCE

### IT SPECIALIST

March 2020 - Present

- **NATURAL WAY OF LA** | Los Angeles, CA
  - Managed and maintained the IT infrastructure and network systems.
  - Researched and evaluated new technologies and software applications to improve business processes and operations.
  - Delivered L1/L2 tech support to staff, resolving software/hardware issues, network problems, and assisting with system installations.

### LEASING SPECIALIST

November 2018 - February 2020

- **Ikos Holdings, Inc** | Baltimore, MD
  - Supervised a small team to implement support for leasing team.
  - Conducted data analysis to determine optimal pricing strategies and leasing goals.
  - Collaborated with IT team to troubleshoot and resolve software and hardware issues.

### LEASING SPECIALIST

October 2017 - November 2018

- **Real Home Services & Solutions** | Baltimore, MD
  - Conducted market research and analysis to inform pricing strategies and marketing campaigns.
  - Collaborated with property management and maintenance teams to ensure efficient and effective operations.
  - Conducted regular audits of the leasing process to identify areas for improvement and implemented new processes to increase efficiency.

### REAL ESTATE AGENT

February 2015 - October 2017

- **ExecuHome Realty** | Baltimore, MD
  - Developed and maintaining websites or online platforms for real estate listings and advertising.
  - Conducted market research and analysis to understand trends and identify opportunities for growth.
  - Stayed up-to-date with emerging technologies and trends in the coding and real estate industries to identify new opportunities for innovation and growth.

### STORE MANAGER

May 2011 - February 2015

- **A Wireless - Verizon Retailer** | Hunt Valley, MD
  - Managed store operations, overseeing inventory, cleanliness, and employee adherence to company policies and procedures.
  - Drove sales by coaching and training sales staff, monitoring performance, and identifying areas for improvement.
  - Troubleshooted a wide variety of devices, including smartphones and tablets, to identify and resolve technical issues.

## SKILLS

**Front End:** HTML, CSS, Javascript, JQuery, React, Bootstrap

**Back End:** APIs, Node, SQL, MERN

## COURSEWORK

### Full Stack Web Development Coding Boot Camp

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- **University of California, Los Angeles Extension**

Designed and developed a responsive, full-stack web application using languages like HTML, CSS, and React for the front-end, and Node and SQL for the back-end, which demonstrated my proficiency in these technologies and my ability to integrate them into a functional and user-friendly application.

## EDUCATION

### Information Systems Management

- **University of Maryland**

College Park, MD