WILLIAM KIM

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SUMMARY

As an IT Specialist with a passion for programming, I am currently enrolled in the fullstack coding bootcamp at UCLA Extension, which I will complete in April. Equipped with a strong foundation in IT and a growing skillset in software development, I am eager to transition from my current role to a position as a Software Developer. With a keen eye for detail, an analytical mindset, and a drive for continuous learning, I am confident in my ability to excel in this field and make valuable contributions 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.
  - Installed, configured, and troubleshooted hardware and software for operations and sales.
  - Researched and evaluated new technologies and software applications to improve business processes and operations.
  - Conducted regular system backups, updates, and maintenance to ensure system security and performance.
  - Configured and maintained databases, including creating tables, queries, and reports.

LEASING SPECIALIST
November 2018 - February 2020

- **Ikos Holdings, Inc** | Baltimore, MD
  - Created training and operational plan for new company internship program.
  - 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.
  - Created and updated websites and online marketing materials to promote properties.

LEASING SPECIALIST
October 2017 - November 2018

- **Real Home Services & Solutions** | Baltimore, MD
  - Utilized customer relationship management (CRM) software to manage resident information and communication.
  - 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.
  - Managed databases to track property listings, client information, and other relevant data.
  - 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.
• Managed staffing and scheduling, including hiring employee.

EDUCATION

**Information Systems
Management**

● **University of Maryland**

College Park, MD

**Information Systems
Management**

● **Howard Community College**

Columbia, MD

COURSEWORK

**Full Stack Web
Development Coding
Boot Camp**

20232

● **University of California, Los Angeles**

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.

SKILLS

Front End: HTML, CSS, Javascript, JQuery, React, Boostrap

Back End: APIs, Node, SQL, MERN