William Kim

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SUMMARY

Skilled in full stack development, I excel in crafting intuitive applications, backed by a solid IT foundation. My approach blends creativity with analytical precision, aiming to solve complex challenges efficiently. Eager to contribute to innovative software projects.

SKILLS

Front End Technologies: HTML, CSS, Javascript, JQuery, React, Bootstrap, Tailwind

Back-End Development: Node, Express, GraphQL

Database Management: SQL, MongoDB

APIs Integration: RESTful services, third-party APIs

Full Stack: MERN Stack expertise

Project Management: Timeline, budget adherence, requirement satisfaction

Data Analysis: Business impact assessment, technology solutions

EXPERIENCE

IT SPECIALIST | Royal Greens & BudzDeli

March 2020 - Present, Los Angeles, CA

- Led the overhaul of IT infrastructure, tailoring systems for the cannabis industry's specific demands, emphasizing scalability and compliance.
- Executed advanced software maintenance and system optimizations, directly impacting reliability and operational uptime.
- Conducted targeted data analysis and managed key projects, identifying technology-driven opportunities to boost business performance.
- Delivered critical L1/L2 technical support, solving complex issues to ensure staff productivity and system integrity.
- Initiated and directed the setup of the delivery arm, integrating technological and logistical solutions to capture market share.
- Strategically selected and integrated software, creating a cohesive ecosystem that supports both dispensary and delivery operations efficiently.

LEASING SPECIALIST | Ikos Holdings, Inc

November 2018 - February 2020, Baltimore, MD

- Data analysis to determine optimal pricing strategies and leasing goals.
- Troubleshooting to effectively identify and resolve software issues in a timely manner.
- Improve leasing operations by orchestrating team coordination and workflow enhancements, elevating process efficiency and boosting client satisfaction scores.
- Employed data analysis techniques to refine pricing strategies and establish targeted leasing objectives, ensuring market competitiveness and financial performance.
- Mastered troubleshooting of complex software and hardware challenges, ensuring operational continuity and minimizing downtime in critical leasing activities.

LEASING SPECIALIST | Real Home Services & Solutions

October 2017 - November 2018, Baltimore, MD

- 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.
- Conducted comprehensive market research and analysis, to create pricing strategies and impactful marketing campaigns.
- Fostered a collaborative environment with property management and maintenance teams, streamlining operations.

REAL ESTATE AGENT | ExecuHome Realty

February 2015 - October 2017, 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 | A Wireless - Verizon Retailer

May 2011 - February 2015, Hunt Valley, MD

- Managed store operations, oversee inventory and employee adherence to company policies and procedures.
- Drove sales by coaching and training sales staff, monitoring performance, and identifying areas for improvement.
- Troubleshot a wide variety of devices, including smartphones and tablets, to identify and resolve technical issues.

EDUCATION

Computer Science | University of the People

Online

Full Stack Web Development | UCLA Extension

Los Angeles, CA

Information Systems Management | University of Maryland