Wil Buchanan

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EXECUTIVE SUMMARY

An aspiring **full-stack web developer** with 6 years of technical solutions experience collaborating on the innovative MedallionClass project for Princess Cruises. A retired military journalist and public affairs professional who is capable of communicating cross-functionally at all levels of an organization. And a creative problem solver pivoting careers with experience in cross-cultural IT operations, root cause analysis and managing multiple stakeholders.

SKILLS, LANGUAGES AND TOOLS

Languages: JavaScript, HTML, CSS, SQL (Oracle)
Libraries and Frameworks: Node.js, Express, EJS
Tools: Git, GitHub, MongoDB, ServiceNow, PagerDuty, Slack, Jira, Confluence, Grafana

EXPERIENCE

LMS, Inc. (Hybrid)   **March 2017 – May 2023**
Six-year contractor on the OceanMedallion project for Princess Cruises, a Carnival Corp. brand with over $2B in annual revenue

Director, Data Integrity Experience Operations – July 2021 – February 2023

- Directed 5 Data Analysts; investigated and resolved inconsistencies between SQL and NoSQL databases
- Led Identity Pod through Agile development lifecycle; fixed critical bugs and improved overall system stability
- Implemented a comprehensive suite of automated front-end tests; reduced call center incidents by 42%

Project Manager & Application Support Lead – September 2019 – July 2021

- Designed holistic Jira roadmap tracking hundreds of user stories and epics; provided real-time status to VPs
- Piloted weekly cross-functional meeting; collaborated with developers to analyze and resolve root causes
- Compiled RESTful APIs to simulate and test Guest Experience; reduced incident resolution time by 75%

Application Support Analyst – March 2017 – September 2019

- Tested the Guest Experience in live production env; uncovered actionable insights based on user feedback
- Published text and video training materials on Confluence; trained fellows on resolution of common problems
- Managed and helped resolve 26,717 incidents via ServiceNow; integrated with PagerDuty to automate alerting

Florida Air National Guard (Retired)   **June 2003 – May 2023**
Spent the last 13 years in Public Affairs reporting on military deployments, hurricane recovery and COVID-19 vaccine distribution

Public Affairs Superintendent – September 2018 – May 2023

- Mentored journalists in AP style, content creation and media relations; oversaw reporting on 200+ events
- Built cloud-based dynamic schedule to centralize mission organization; reduced man hours by 60%
- Managed 48 Airmen across 14 counties to distribute 87,083 COVID-19 vax for Operation Warp Speed

EDUCATION

Web Development Bootcamp – Responsive, mobile-first web applications – Udemy   2023
Master of Arts – Cognitive Science & Interpersonal Communication – University of Central Florida   2013
Bachelor of Arts – Journalism – University of Central Florida   2009