

# Wil Buchanan

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## EXECUTIVE SUMMARY

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An aspiring full-stack web developer with six years of technical solutions experience in the hospitality industry. A creative problem solver pivoting careers and bringing diverse experience from both military and civilian positions who thrives on communication and curiosity.

## EXPERIENCE

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Director, Data Integrity Experience Operations – LMS, Inc. July 2021 – Feb 2023

- Directed team of Data Analysts to evaluate and resolve issue trends disrupting guest and crew experiences
- Lead Data Integrity Pod through Agile development of PII security and consistency throughout ecosystem
- Scripted JavaScript toolset to automate fixes to common issues; reduced incident resolution time by 75%

Public Affairs Superintendent – Florida Air National Guard Sep 2018 – May 2023

- Supervised, trained and certified Multimedia Journalists in Associated Press, journalism and photography
- Built cloud-based dynamic schedule to organize strategies and trends, reducing man hours by 60%
- Managed 48 Airmen across 14 counties to distribute 87,083 COVID-19 vax for Operation Warp Speed

Project Manager & Application Support Lead – LMS, Inc. Sep 2019 – July 2021

- Designed holistic Jira roadmap tracking multiple projects to report real-time status updates to VPs
- Investigated Major Incidents and trends to pinpoint root causes to Problems and code permanent solutions
- Compiled APIs to recreate Guest Experience; tested via JavaScript; uncovered gaps among microservices

Senior Technical Integration Specialist & Business Analyst – LMS, Inc. Mar 2017 – Sep 2019

- Tested the Guest Experience in a live production environment; recorded new friction points and use cases
- Produced text and video training materials; trained fellows on rapid resolution of common guest problems
- Tracked, managed, and solved incidents via ServiceNow; integrated with PagerDuty to automate alerting

## EDUCATION

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Web Development Bootcamp – Full-stack 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

## LANGUAGES, SKILLS AND TOOLS

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|--------------|----------------|---------------------|
| ▪ JavaScript | ▪ Express      | ▪ ServiceNow        |
| ▪ HTML       | ▪ SQL          | ▪ Jira / Confluence |
| ▪ CSS        | ▪ MongoDB      | ▪ Agile             |
| ▪ NodeJS     | ▪ Git / GitHub |                     |