

# 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 working on a billion-dollar project in the cruise industry. A curious and creative problem solver pivoting careers and bringing diverse experience from both military and civilian positions with superb interpersonal communication skills.

## EXPERIENCE

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LMS, Inc. (Hybrid)

Mar 2017 – Feb 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 – Feb 2023

- Directed six Data Analysts; investigated and resolved inconsistencies between SQL and NoSQL databases
- Led 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%

**Project Manager & Application Support Lead** – Sep 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; analyzed issue trends with developers; defined priority of solutions
- Compiled RESTful APIs to simulate Guest Experience; tested via JavaScript; discovered data inconsistencies

**Senior Technical Integration Specialist & Business Analyst** – Mar 2017 – Sep 2019

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

**Public Affairs Superintendent** – Florida Air National Guard

Sep 2018 – May 2023

*Retired. Spent 13 years in Public Affairs reporting on military deployments, hurricane recovery and COVID-19 vaccine distribution*

- Trained journalists in AP style, content creation and media relations; oversaw reporting on 200+ ANG 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

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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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Languages: JavaScript, Python, HTML5, CSS3, SQL

Libraries and Frameworks: React, NodeJS, Express, EJS

Tools: Git, GitHub, MongoDB, ServiceNow, Jira, Confluence, PagerDuty, Slack