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.

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# SKILLS, LANGUAGES AND TOOLS

## Languages: Python, JavaScript, HTML, CSS, SQL (Oracle)

## Libraries and Frameworks: Node.js, Express, EJS, Flask

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

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# 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

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## 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

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# 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