

# WILLIAM DIEP

Software Developer specializing in front end development with an appreciation and eye for modern clean designs. Experience in full development cycle (design, development, and deployment)

Background includes seven years of experience in systems administration and tech support, and ten years of experience in teaching and mentoring. Recent positions include providing customer-centric tier 1 and 2 support with scopes of project management and consulting services. Passion for contributing to open source, learning new technologies, and teaching

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## Skills

HTML5/CSS3  
SASS  
JavaScript/ES6  
Reactjs  
jQuery  
AJAX  
Templating Engines  
Webpack  
GulpJS  
Bootstrap 4  
Foundation 6  
Git  
Wordpress  
  
MVC Architecture  
BEM Methodology  
Content Management Systems  
Responsive Web Design  
Responsive HTML Emails  
Search Engine Optimization  
Web Accessibility  
Google Analytics  
MailChimp  
Adobe Photoshop  
  
NodeJS  
Express  
NoSQL (MongoDB)  
Linux  
Digital Ocean  
Amazon Web Services  
Nginx  
Apache

## Experience

### Will's Web Designs

*Full Stack Developer (Front End Focus)*

SF Bay Area, CA · May 2016 to Current

Portfolio: <https://www.williamdiep.me>

- Design, develop, and deploy full stack responsive web apps and websites for startups and small businesses
- Services include best practices of SEO and web accessibility, Google Analytics, and responsive HTML newsletters
- Consult with clients, provide scope of projects, proposals, and statement of work

### theCoderSchool

*Coding Instructor*

San Jose & Fremont, CA · Jul 2017

- Instruct and mentor 6 - 16 year olds web development, game development, and data structures and algorithms using HTML5/ CSS3, JavaScript, and Python

### NASA Ames Research Center

*Web Content Developer (Intern)*

Mountain View, CA · Jul 2013 to Oct 2013

<https://science.nasa.gov/earth-science>

- Created, revised, and managed webpages for the Earth Science Division using HTML5, CSS3, and Javascript. Improved web usability and web accessibility while providing administrative support to senior team members
- Collaboratively worked in a team of four to effectively create over 25 high-quality designs of brochures, posters, and presentations using Microsoft Office Suite and Adobe Photoshop in an aggressive one-month timeframe resulting an increase of \$28K funding
- Coached three interns on a 1-1 basis on web design/development, Adobe Photoshop, Adobe Illustrator, & Microsoft Office Suite increasing team efficiency by ten fold

### GoFundMe

*IT Administrator (Contract)*

Redwood City, CA · Aug 2016 to Nov 2016

- Sole technician who provided technical support and systems administration to 100+ users in new office supporting executives, finance, marketing, and engineering departments

### DominoComp Technology Source

*IT Support Specialist*

San Jose, CA · Sep 2014 to Jan 2016

- Provided tier 1 and 2 software and hardware support locally and remotely to 100+ clients
- Reduced help desk calls by 30% by developing end-user training and knowledge database

### Citi's Sleepworld

*IT & Customer Services Support*

San Jose, CA · Jun 2011 to Sep 2014

- Provided desktop support and trained 25 staffs the efficiently use of business systems and peripherals improving weekly shipments by double
- Handled customer inquiries, billing concerns, service requests, and issued return merchandise authorizations

### Foothill-De Anza Community College District

*IT Support Assistant*

Cupertino, CA · Aug 2009 to Jun 2011

## Education

### San Jose State University

Bachelor of Science Health Science 2013  
GPA 3.4/4.0

### Foothill College

Associate of Science Computer Science 2018  
GPA 3.85/4.0

### Front End Developer Code Camp (Cañada College)

2016

Enrolled in a 16-week immersive training program learning front-end programming, data structures, algorithms, & agile development. Collaborated in agile teams to plan and create websites and web apps