William Fisher

Senior Systems Implementation and Support Engineer

Contact

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Portfolio: https://willtechbooth.dev/portfolio
GitHub: https://github.com/williamfisher9

Professional Summary

Versatile Systems Engineer turned Full-Stack Developer with 10+ years of experience delivering fintech solutions for banking institutions. Recently focused on building scalable web applications using Java, Python, Spring Boot, Flask, React, Angular, and cloud-native platforms. Experienced in workflow automation, systems integration, requirements gathering, technical reviews, and authoring documentation for systems and end users. Skilled at delivering production-ready solutions and aligning engineering efforts with business goals.

Technical Skills

Languages & Frameworks
Java, Python, ReactJS, Angular, JavaScript, TypeScript, HTML, CSS, SQL, Spring Boot, Flask, Bootstrap, Tailwind CSS, jQuery.

Systems Integration
REST/SOAP APIs, XML, JSON, message queues (e.g., ActiveMQ, IBM MQ, Kafka, RabbitMQ).

Deployment & DevOps
Docker, Kubernetes, Jenkins, Git, Gitlab, Github Actions, CI/CD pipelines.

Cloud & Infrastructure
AWS, GCP, hybrid cloud, on-premises environments.

Databases
Oracle, SQL Server, MySQL, PostgreSQL, SQLite, H2, MongoDB, Firebase.

Banking Systems & Standards
Core banking platforms, payment systems, SWIFT, signature verification, checks clearing.

Automation & Scripting
Bash, PowerShell, Ansible.

Tools & Documentation
JIRA, Confluence, UML, Microsoft Visio, AdobeXD, Adobe LiveCycle Designer, SymetricDS.

Security & Compliance
Authentication/authorization, role-based access, data encryption.

Experience

Freelance Web Developer | Amman, Jordan | Jan 2023 - Mar 2025

- Designed and built a salary management web application using Java, Spring Boot, and ReactJS.
- Improved payroll efficiency for small businesses by automating calculations, deductions and reporting.
- Provided client training and on-site support for deployment and onboarding.
- Built CI/CD pipelines using GitHub Actions and Docker to automate internal deployments and testing workflows during development.

ProgressSoft | Sep 2011 - Dec 2022

Sr. Sys. Implementation and Support Engr. | Sep 2015 - Dec 2022 | San Antonio, TX

Systems Engineer | Jul 2012 - Sep 2015 | Muscat, Oman & Dubai, UAE

Jr. Sys. Implementation and Support Engr. | Dec 2011 - Jul 2012 | Amman, Jordan

Internship | Sep 2011 - Dec 2011 | Amman, Jordan

- Led end-to-end implementations of enterprise banking solutions—including check clearing and payment processing systems—across multiple financial institutions in Oman, ensuring seamless integration and regulatory compliance.
- Automated deployment pipelines using GitLab CI/CD, Docker, and Kubernetes, reducing deployment time and improving consistency across environments.
- Collaborated closely with developers and business stakeholders to troubleshoot issues and deliver tailored solutions aligned with client requirements.
- Deployed applications on both on-premises and cloud environments, providing post-deployment support and full-stack customizations (backend logic fixes and frontend enhancements).
- Utilized Agile methodology to manage project timelines, incorporating sprint planning, daily stand-ups, sprint reviews, and retrospectives to ensure continuous improvement and timely delivery of features.
- Delivered training sessions to business and IT teams enhancing adoption and system usage.
- Performed system upgrades, data migrations, and patch installations to enhance system stability, boost performance, and ensure seamless transitions.
- Recognized by clients for excellence in on-site deployment and support.
- Authored user guides, system documentation, and requirements specs, ensuring clarity for stakeholders, end users, and development teams.
- Conducted product demos for prospective customers, effectively show casing key features and supporting sales efforts.
- Customized a payment management system to meet a prospective client requirement resulting in a successful product purchase.
- Contributed to the design of product brochures and marketing materials, improving visual appeal and supporting targeted marketing and sales efforts.
- Mentored junior helpdesk staff to strengthen their troubleshooting and system knowledge.

Education

BS in Computer Science
Sep 2018 - Dec 2022
University of Texas at San Antonio
San Antonio, Texas | GPA: 3.96

Web Programming Bootcamp
Sep 2019 – Mar 2020
University of Texas at San Antonio
San Antonio, Texas

Cisco Certified Network Associate – Cisco
Dec 2011 – Apr 2012
Amman, Jordan

BS in Computer Engineering
Sep 2005 – Nov 2010
AHU, Jordan | GPA: 3.4

Portfolio and Selected Projects

Salaries File Generator – Freelance Project (2023 – 2024)
- Designed and developed a web-based payroll processing system for small businesses using Java, Spring Boot, and ReactJS.
- Implemented secure JWT-based authentication and utilized an H2 embedded database for lightweight, file-based storage.
- Built a responsive, user-friendly UI with HTML, CSS, and Bootstrap.
- Enabled users to input employee salary details and generate bank-compliant Excel and PDF outputs with PDF417 barcodes.
- Streamlined and automated the salary submission process, improving efficiency and reducing manual errors.

Live demo: https://willtechbooth.dev/salaries

Backend code: https://github.com/williamfisher9/salaries-mgmt-app-backend

Frontend code: https://github.com/williamfisher9/salaries-mgmt-app-frontend

Restaurant Management Application (Bite & Sip) – Personal Portfolio Project
- Developed a full-stack restaurant management platform using Java, ReactJS, Tailwind CSS, HTML, CSS and JavaScript.
- Built user authentication, profile management, password reset, and account verification features.
- Integrated Stripe for secure payments, with a shopping cart, coupons, sortable lists, and checkout flow.
- Designed an admin dashboard for managing users, menus, products, and categories.
- Implemented CI/CD pipeline using GitHub Actions, Docker and deployed to AWS seamlessly.

Live demo: https://willtechbooth.dev/biteandsip

Backend code: https://github.com/williamfisher9/bite-and-sip-backend

Frontend code: https://github.com/williamfisher9/bite-and-sip-frontend

Real-Time Chat Application (Chatter) – Personal Portfolio Project
- Built a full-stack real-time chat app using Python, Flask, Socket.io, and ReactJS.
- Supported both one-on-one direct messaging and global chat with all users.
- Implemented JWT-based authentication, account verification, and password reset for secure user access.
- Designed a responsive frontend for smooth real-time communication.
- Configured CI/CD using GitHub Actions for continuous deployment to AWS.

Live demo: https://willtechbooth.dev/chatter

Code available at: https://github.com/williamfisher9/real-time-chat-app

PS Remote Online Payment System – Corporate Banking Solution (2012 – 2022)
- Contributed to the full project life cycle, from requirements gathering and business analysis to review sessions and delivery.
- Authored technical documentation and collaborated on requirements specification documents.
- Led system testing and delivered targeted training sessions for end users, corporate clients, business stakeholders, and IT teams.
- Provided on-site and remote support, handling bug fixes at both the application and database levels.
- Led system upgrades and full data migrations, and provided comprehensive database support (space management, backups, replication).
- Worked closely with product developers, performing internal testing prior to deployment on client servers.

PS Electronic Checks Clearing (ECC) & PS Remote Deposit Check (RDC) Systems (2012 – 2022)
- Deployed and configured the Java-based applications on Apache Tomcat servers in both Windows and Linux environments at multiple banking institutions.
- Provided on-site and remote support for both application and database, ensuring system stability and uptime.
- Led upgrade projects and data migration initiatives across client environments.
- Ensured correct installation, configuration, and optimal functionality of the deployed systems.

PS Notifications & PS Signature Verification Systems (2011 - 2012)
- Deployed and supported both Java and .NET-based signature verification system and notifications system on Windows IIS and Tomcat servers.
- Provided both on-site and helpdesk support, troubleshooting issues and maintaining system reliability.
- Gained hands-on experience working with IBM MQ Server for integration and messaging.