William Fisher

Senior Systems Implementation and Support Engineer

Contact

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https://willtechbooth.dev/portfolio

https://github.com/williamfisher9

Professional Summary

Experienced Software Implementation Engineer with 10+ years in deploying and supporting banking systems. Proven expertise in workflow automation, systems integration, and application deployment across both cloud and on-premises environments. Actively involved in requirements gathering, technical reviews, and authoring detailed documentation for specifications, systems, and end users. Proficient in Java, Python, and SQL, with a strong track record of building and implementing robust solutions that enhance system reliability, improve performance, and streamline business operations.

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 that aligned with client requirements.
- Deployed applications on on-premises and cloud platforms, providing post-deployment support and full-stack customizations for banking clients, including backend logic fixes and frontend UI enhancements.
- Utilized Agile methodology to manage project development, 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 their skillsets and ensuring effective application 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.
- Created user guides, system documentation, and requirements specifications, ensuring clarity for stakeholders, end users, and development teams.
- Conducted product demonstrations for prospective customers effectively show casing key features and supporting sales efforts.
- Modified a payment management system implementation to meet a prospective customer's unique requirements resulting in a successful product purchase.
- Collaborated on the design of sales brochures for a flagship product, 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 2015 – 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/employees-mgmt-app-backend
Frontend code: https://github.com/williamfisher9/employees-mgmt-app-frontend

Restaurant Management Application – 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.
- Created an admin dashboard for managing users, menus, products, and categories.
- Set up an automated CI/CD pipeline with GitHub Actions to containerize the app using Docker and deploy updates 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 an interactive frontend for seamless, real-time communication.
- Configured CI/CD using GitHub Actions for continuous deployment to AWS, ensuring quick and reliable delivery of new features.

Live demo: https://willtechbooth.dev/chatter
Code available at: https://github.com/williamfisher9/chat-app-flask-react

PS Remote Online Payment System – Corporate Banking Solution (2012 – 2022)
- Contributed to all phases of the project life cycle, from requirements gathering and business analysis to review sessions and delivery.
- Authored technical documentation and collaborated on requirements specification documents.
- Oversaw system testing and conducted 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 project upgrades and full data migrations while supporting the backend Oracle database (space management, backups, replication).
- Worked closely with product developers, performing internal testing prior to deployment on client servers

PS Checks Clearing System (2012 – 2022)
- Supported implementation of a Java-based check clearing system deployed on Apache Tomcat across Windows and Linux servers.
- Deployed and configured the application and its Oracle database engine 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 System and PS Signature Verification System (2011 - 2012)
- Deployed and supported both Java and .NET-based signature verification system and notifications system across multiple banking institutions on Windows IIS servers and Tomcat application servers.
- Provided both on-site and helpdesk support, troubleshooting issues and maintaining system reliability.
- Ensured proper configuration and functionality of the system to enable secure storage and verification of customer signatures which contributed to enhanced identity validation and overall banking security.
- Gained hands-on experience working with IBM MQ Server for integration and messaging.