

# Willis Kim

[www.williskim.com](http://www.williskim.com)

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## Education

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### Auburn University / Ba. Computer Science

May 2021 - Present, 4.0 GPA

Coursework: Introduction to Computer Science I & II (Java), Discrete Structures, Data Structures, Assembly Language

### UC Berkeley / Ba. Environmental Economics and Policy

Graduated 2015

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## Experience

### ConnectWise / US Help Desk Technician Tier I

September 2021 - Present, Tampa, FL (Remote)

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Service management tools: ConnectWise, Cherwell, Five9, Verint

### ODK Media / Sr. Operations Associate

March 2020 - December 2020, Fullerton, CA

- ODK is a Korean video streaming service with over 1M MAU
- Led project for an operationally efficient media delivery pipeline decreasing go-live time and reducing metadata errors
- Technologies: BigQuery SQL, Google Apps Scripts, FTP

### Berkeley Skydeck / Product Manager - Cooljamm

July 2018 - February 2020, Seoul, South Korea

- Incubated a music licensing service geared towards video content creators as part of the Spring 2019 cohort
- Responsible for strategy, development, marketing, and operations across an organization of 12 individuals

### Shell / IT Consultant

December 2015 - August 2018, Westmorland, CA

- Implemented ERP software for a chain of independently-owned truck stops, integrating several legacy systems adding live updates, mobile app functionality, cloud backup, paperless accounting
- Set-up full network integration of core systems (POS registers, cash vault, time clock, fuel pumps, security cameras, ERP server)