

I believe teamwork can make any job easy and enjoyable. At Wilton Brands, and Norman Distribution I prided myself on organizing team lunches, getting to know my coworkers, and being available for anyone who needed help. I'm always happy to help people by taking over a shift or helping with a difficult task. My fondest memory from my previous jobs is how we would share stories while doing hard physical labor.

I think Documentation is a particular trick-of-the-trade which can make our team's job much easier. Properly documenting solutions, problems, and troubleshooting shortcuts is what I mean by documentation. Our work and service can be held to a high standard and finished quickly by using a shared knowledge base. For instance, our organization may require that passwords are changed in a certain way and the shared knowledge base, or wiki, would ideally have a step-by-step walkthrough on how to do so.

In kind, a work culture that promotes soft skills and communication would also benefit our team significantly. I am happy to help people who are uncomfortable using computers or other devices. Additionally, I can recognize that a lack of computer literacy, or a fear of using computers can make people feel really ashamed to ask for help for "simple" issues. So tech work really does need a soft hand, and a sense of understanding. What may seem like a little issue to me could be driving the user mad, and they may have had to work up some courage to ask for help. To that end, I have found empathy to be a very effective tool.

I believe my understanding of teamwork, documentation, and respect for the user will ensure that I would be an asset in any position.

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