

WILL PARKS

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EDUCATION

Associate of Science, Computer Science
Santa Rosa Junior College

Awarded May 2015

- Related course work: C++, Java, Assembly Language & Machine Structure, Data Structures & Algorithms, and UNIX
- HTML Web Content Developer certification, awarded May 2012

SKILLS & ABILITIES

Software & Tech

- Adobe Products: Photoshop, Premiere Pro, Illustrator
- Affinity Products: Photo, Designer
- Strong experience with Microsoft Word, Excel, and Outlook
- Excellent ability to understand and use new technologies
- Experience assembling and setting up computer systems
- Experience setting up and troubleshooting home networks
- Exceptional ability to teach others how to use various technologies

Languages & Frameworks

- Java
- C++
- Python
- Groovy
- Grails
- HTML5 & CSS3
- Bootstrap 3
- JavaScript

Leadership

- Strong value placed in gaining and maintaining mutual respect amongst peers
- Superb ability to work in a team environment
- Exceptional leadership skills developed through volunteer experience in the Marin County 4-H Camp program

Customer Service

- Able to communicate clearly to understand individual needs
- Friendly and professional demeanor
- Ability to resolve customer issues while asserting company policy

EXPERIENCE

Web Project Coordinator

2015 to Present

VANTREO Insurance Brokerage

- Designing, implementing, and maintaining software solutions to create efficiency in existing workflows
- Onboarding clients into various web-based insurance platforms
- Defining and implementing internal workflows for client onboarding
- Providing technical support both internally and for clients
- Troubleshooting client problems & challenges related to platforms
- Communicating and coordinating with vendors regarding custom software implementations

Service Representative

2009 to 2015

24 Hour Fitness

- Presenting top quality customer service
- Directing members and guests to proper departments
- Providing information about various products and supplements
- Informing members of past due accounts, collecting payments, and processing EFT changes
- Cleaning and organizing all areas of the gym