Nehemiah Williams

https://madladmiah.dev/

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Objective

Looking to effectively leverage my experience in software design, development, and deployment to better provide stakeholders with an efficient and accessible product.

Education

Western Governors University   Mar 2021
B.S. Information Technology Management   (With Honors)

Experience

Joyce Meyer Ministries   St. Louis, MO
Backend Engineer   Nov 2019 – Current

- Developed internal Application Programing Interface (API)
  - Utilized .NET Core and MS SQL Server as the functional base for the project.
  - Facilitated data transfer between web applications and backing databases.
- Created custom content management systems/interfaces for stakeholders (UI/UX Design)
  - Implemented with .NET Core, JavaScript, and HTML/CSS
  - Increased productivity and consistency across applications
- Research technologies to implement and build proof of concepts.
  - Collaborate with team regarding project direction and assign responsibilities.
- Built, optimized, and automated data pipelines.
  - Sourced, analyzed, processed, visualized, and exported data,
- Utilized intensive knowledge of network/data infrastructure.
- Communicated complex data/information in simple, actionable ways,
- Work in conjunction with team members in an agile environment.

Joyce Meyer Ministries   St. Louis, MO
Product Support Specialist   Jul 2018 – Nov 2019

- Offered consultation for project requirements and inter-system integrations.
- Maintained infrastructure and site integrity through regular updates.
- Provided technical support for proprietary products and services.
  - Provided written documentation for other departments for CRM management system for different serviced offices (USA, ZA, CA, GB, AU).
  - Research bugs and their source to provide to internal development teams and third parties.
- Reviewed product specifications to better ensure stakeholder satisfaction.
- Collaborated directly with product management and engineering teams.
- Supplied multi-channel issue monitoring and identification, reported findings.

Joyce Meyer Ministries   St. Louis, MO
Call Center Representative   Apr 2017 – Jul 2018

- Accurately documented, researched, and resolved customer service inquiries.
- Analyzed call metrics to better assess performance and productivity.
- Assisted customers in placing donations, generating orders, or navigating the site.
- Determined pain-points or reoccurring inconveniences for future improvements.
- Met or exceeded service standards in each review period.

R. Williams Marketing and Technology, LLC   St. Louis, MO
Technology Assistant   Mar 2016 – Jul 2018

- Install and maintain client network and office technology.
- Offered installation support for Wi-Fi networks and security systems.
- Managed minor internal device repairs with no direct oversight.
- Performed equipment maintenance checklist ensuring decrease in equipment failure

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Skills & Certifications		
	.NET (4 years)	MS SQL (4 years)
	JavaScript (1 year)	HTML/CSS
	Visual Studio	Git/Github
	Blazor	Postman
	MVC	Nuget
	ETLs	APIs
	Microsoft Office Suite	Azure
	Windows/Mac OS	Azure Devops