

WILLIAM PENNEBAKER

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Education

Florida International University

Master of Science (M.S.) in Computer Science (GPA: 3.72)

Expected Spring 2023

Relevant grad coursework: Advanced Software Engineering, Intro to Algorithms, Principles of DB Management

Bachelor of Science (B.S.) in Computer Science

Aug 2021

Relevant undergrad coursework: Programming 1-2, Systems Programming, Data Structures, SQL Database

Honors: *cum laude* (GPA: 3.63)

Skills

Languages: Java, Python, PHP, HTML, CSS, JSON

Tools: Azure, ServiceNow, Ansible Tower, REST

Databases: SQL/MySQL

Work Experience

Software Engineer Intern

May 2022 – August 2022

Chevron – Houston, TX

- Remodeled a company-wide **Power App** that tracks major incidents from **ServiceNow** affecting 1000+ users.
- Developed **Microsoft Flows** using **REST APIs** to pull and post company data regarding major incidents that were reported to a **SharePoint** list page.
- Implemented new functionalities targeting an increase in user experience by changing appearance and interactions.
- Contributed to the development of topics/topic blocks for the Virtual Agent Chat Bot in ServiceNow.

DevOps Software Engineer Intern

May 2020 – March 2021

Assurant, Inc – Miami, FL

- Reduced wait time between Networking IT tickets by 99% while simultaneously decreasing completion time by nearly 13 hours.
- Optimized Assurant's resource spending by increasing human labor efficiency by 40%.
- Developed an automated process in an Agile framework to shorten the developmental life cycle and provided continuous delivery.
- Programmed a **Python** script using custom **REST APIs** and automated this process via **YAML**.

Learning Assistant

Jan 2019 – May 2020

Florida International University – Miami, FL

- Mentored students through a series of **Java** programming activities as part of a weekly 60-minute lab, resulting in an 87% average final grade.
- Collaborated with the professor in preparing lesson plans, holding lectures, and study sessions, which received a 90% approval rating from students at the end of the semester.
- Tutored students one-on-one during weekly office hours to ensure 100% of students who attended were able to grasp the fundamentals of object-oriented languages, basic programming concepts and complete assignments.

Personal Projects

People database website

- Allows users to view, add, modify, and delete people records from a MySQL database.
- Uses **PHP** to read and edit a **MySQL** database, and **HTML**, **Bootstrap**, and **JavaScript** for front-end.

Automated Currency Exchange Machine

- Developed a C program that converts dollars into multiple different currencies
- Used mpicc to make the program run in parallel, which converts multiple amounts of dollars into multiple different currencies in a faster time.