

JAMES WILL

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Full stack software engineer and IT generalist. Experienced in coordinating and working with various technology teams to ensure smooth user experiences. Professional, flexible, and analytic with proven ability to focus on specific details and big-picture system cohesion. Adept at looking at projects from both an end-user and business analytics perspective.

SKILLS

- Object Oriented Programming
- PHP, SQL, TypeScript, Go, Javascript
- Database Design & Administration
- Program Analysis and Documentation
- Atlassian Software (JIRA, Bitbucket)
- AI Tools (Copilot, Claude)

EXPERIENCE

NOV 2021 – JUNE 2026

SOFTWARE ENGINEER, ST ENGINEERING AETHON, INC.

- Developer on the UI team which creates and maintains the user interface between end-users and medical and hospitality robots., as well as user support ticketing system.
- Implemented and adjusted RESTful APIs in PHP, TypeScript, and jQuery.
- Migrated old code to new Go modules and created new Go software for integrated systems projects.
- Maintained and modernized in-house support system for HelpDesk users to support robots at customer sites in real time.
- Responded to dispatched support tickets which required developer intervention to fix an issue.

JAN 2019 – NOV 2021

SOFTWARE ENGINEER, UNISEAL, INC. (LGCEA)

- Continued the work I had done as a programmer with greater emphasis on providing novel solutions to business needs focusing on user experience.
- Unified Intranet systems into one common framework for easier user navigation.
- Refactored entire codebase to utilize better organizational and OOP practices while adhering closer to PSR standards.
- Implemented better error handling and logging utilizing the Monolog library.
- Upgraded codebase to take advantage of PHP8 security and data integrity features.
- Worked towards migrating away unnecessary libraries when simpler solutions were possible.
- Implemented additional security by linking Intranet applications with our Windows Active Directory through secure LDAP.
- Developed and implemented training programs for new and updated systems.

- Assisted in migrating the company's ERP system away from Epicor CMS to SAP after the company was purchased by LG Chem.
- Worked with LG Chem SAP development team to create various shipping label systems using BarTender integration.
- Designed labels for various business use, including shipping labels based on customer specifications using BarTender.
- Developed systems to make up for deficiencies in SAP software, such as label verification and material waste logging.
- Took over some systems administrator tasks, including user management via Active Directory, group policies, print and file server management, mapping, and creation.
- Continue to respond to support inquiries from program users.

NOV 2016 – JAN 2019

PROGRAMMER ANALYST, UNISEAL, INC.

- Analyzed and developed new internal application as requested, primarily in PHP/MySQL.
- Developed material scanning verification system to ensure proper material were being used, preventing bad product from being made.
- Created intranet applications to replace paper documents and related processes, saving departments significant time and providing easier-to-access historical data. Created systems to help monitor productivity in various plant tasks.
- Significantly improve the SCADA system, allowing engineering and plant managers to review machine data more accurately.
- Implemented new technologies to improve development and product support.
- Supported COGNOS Business Intelligence systems.
- Deployed and managed internal intranet servers running Linux in virtualized environments.
- Responded to program and general IT support inquiries from users.

DEC 2014 – NOV 2016

PROGRAMMER ANALYST, ONEMAIN FINANCIAL (FORMERLY SPRINGLEAF)

- Analyzed and developed new functionality and improvements for core financial systems using Assembly.
- Worked with other development teams to ensure testing quality and program cohesion.
- Lead adaptation of new technologies to improve development and product support.
- Utilized JIRA when company migrated to an AGILE framework.
- Responded to support inquiries from program users.

EDUCATION

MAY 2013

GRADUATE STUDIES, INDIANA UNIVERSITY, BLOOMINGTON, IN

History and Philosophy of Science

MAY 2011

BACHELOR OF ARTS, UNIVERSITY OF EVANSVILLE, EVANSVILLE, IN

Mathematics, Philosophy

ACTIVITIES

FEB 2020 - PRESENT

EVANSVILLE ITAC, CITY OF EVANSVILLE, EVANSVILLE, IN

I was appointed to the Information Technology Advisory Council (ITAC) by the Evansville City Council for a second consecutive term. The board serves to advise the city's Chief Information Officer and make recommendations regarding IT matters.