

# William Voorhees

3624 Phinney Ave N, Seattle, WA 98103  
employment@willz.org | 320-305-4718

## Work Experience

Support Engineer | March 2012 - Present

### **Amazon.com, Inc., Seattle, WA**

Work with clients on integrating software packages with their services. Provide bug fixes and new features based on customer requests. Drive development of customer facing tools for internal security service. Mentor interns and new hires on Amazon culture and software development practices.

Customer Support Representative | November 2011 - February 2012

### **Walter's Publishing, North Mankato, MN**

Provided customer support for yearbook software. Worked with customer to troubleshoot issues and provide general assistance with the program.

Travel Abroad | June 2010 - November 2011

### **Linz, Austria**

Time spent living in Austria and traveling in Europe. Co-hosted *The Zipline Show* technology podcast.

Web Master | September 2003 – May 2010

### **Minnesota American Legion Boys State, Minneapolis, MN**

Developed and currently maintaining an informational website. Wrote PHP/MySQL database system for candidate registration. Created web application for online program voting.

Network Administrator | June 2009 - May 2010

### **SpaceAge Synthetics, Fargo, ND**

Designed and implemented Small Business Server 2008 based network with in-house Exchange. Added wireless network to building. Created extensive documentation on existing network and new server infrastructure. Performed network over-hall for TIA compliance.

Network Administrator Intern | June 2008 - August 2008

### **Metropolitan Airports Commission, Minneapolis, MN**

Assisted in day-to-day operations of network. Completed workstation imaging and deployment project. Assisted with backup vendor research and selection. Configured network switches and assisted with server installation. Designed and implemented router installation and firewall rules.

HRIS Intern | May 2007 - August 2007

### **Express Scripts, Inc., Bloomington, MN**

Analyzed and implemented security improvements for PeopleSoft Human Resources management software. Developed system documentation. Assisted with Kronos time clock installations and upgrades.

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## **Technology Skills**

### *Programming*

Java, Ruby, Python, C, C++

### *Operating Systems*

Linux, Unix, Mac OSX, Windows (all versions), Windows Server 2003/2008

### *Web Development*

HTML, JavaScript, PHP, XML, jQuery, MySQL, Ruby on Rails, Django, Apache

### *Programs*

Microsoft Office, Adobe Creative Suite, Oracle DB, Exchange 2007, VMWare ESX, Git, Perforce, PeopleSoft, OpenOffice, Adobe Acrobat, Vyatta router, Shorewall, Norton Ghost, Acronis True Image

### *Other*

Enterprise deployment, dependency management, version control, build systems, network administration, systems engineering, monitoring, Amazon AWS, software development

## **Education**

Master of Computer Science | June 2010

**North Dakota State University, Fargo, ND**

Bachelor of Computer Science | May 2008

**Institute of Technology, University of Minnesota - Twin Cities, Minneapolis, MN**

## **Certifications**

Cisco CCENT Certified | *April 2008 - April 2011*

CompTIA A+ Certified | *December 2007*

CompTIA Network+ Certified | *October 2005*

## **Activities**

National Eagle Scout Association | *2002 - Present*

Podcaster for *The Zipline Show* | *2010 - 2011*

Minnesota American Legion Boys State Counselor | *2004 - 2010*

Minneapolis Police Reserve Officer | *2007 - 2008*

American Mensa Member | *2005 - 2007*

## **Honors**

ECPS Recognition Award | 2013

Phi Kappa Phi Honor Society | 2009

University of MN IT Honors Program | 2004 - 2008

MN American Legion Boys State Samsung Award | 2003

Eagle Scout Award | 2002