

William T. Valdes II

(858)205-4238 • San Diego, CA • wvaldes@gmail.com • [linkedin.com/in/william-valdes/](https://www.linkedin.com/in/william-valdes/)

EXPERIENCE

Web Developer / Designer Intern

July 2021 – December 2021

Yiddish Arts and Academics Association of North America | San Diego, CA

Collaborate with development team to develop and maintain new and existing pages and features across three domains yaaana.org, yiddishlandcalifornia.org, and yiddishtheateracademy.org.

- Meet with YAAANA team on a weekly basis to share ideas, feedback, and future assignments.
- Develop and maintain efficient and easy-to-navigate websites utilizing HTML5, CSS3, JavaScript and WordPress CMS.
- Implement SEO strategies with Google Ads data to increase visibility and traffic to YAAANA domains.

QA Analyst

October 2020 – January 2021

Daybreak Game Company | San Diego, CA

Supported game teams by executing QA processes during the December 2020 Everquest product launches

- Developed and executed test plans for various game build
- Tracked, reported, and documented bugs reported by development team and player community

Game Master

May 2020 – October 2020

Daybreak Game Company | San Diego, CA

Supported players of Everquest via in-game Admin role utilizing Zendesk ticketing system.

- Enforced Everquest Code of Conduct to maintain a quality online experience

NOC Analyst

March 2019 - October 2019

Daybreak Game Company | San Diego, CA

Collaborate with NOC team to monitor, troubleshoot, and maintain server hardware and networks. 24/7 On-call first-responder support, as needed. Triage and escalate issues to external teams and contacts. Prioritize and organize fast-paced multi-tasking to quickly respond to player-facing issues, Deployment of live client and server environments on all live games.

- Utilize and configure monitoring tools such as PRTG, Grafana, Nagios for effective network operations
- Record incident reports for game development, technical operations teams, and appropriate stakeholders.

Account and Technical Support

May 2017 - March 2019

Daybreak Game Company | San Diego, CA

Supported players of The Lord of the Rings Online and Dungeons & Dragons Online through Help Desk ticketing system.

- Identified, reproduced, and troubleshoot technical issues occurring on live games and product launches

Customer Service Representative

August 2013 - October 2016

Time Warner Cable | San Diego, CA

Delivered technical support for internet customers in the High-Speed Data Repair Department.

- Top Performer awards for highest QA% in call center for 2014.
- Mentored new hire employees for numerous training classes between 2014 and 2016.

PROJECTS

JavaScript-Calculator <https://github.com/WTValdes/JavaScript-Calculator>

Standard calculator made with HTML, CSS, and JavaScript. Hosted on <https://wv-calculator.herokuapp.com/>

President Biden API <https://github.com/WTValdes/President-Biden-API>

An API that compiles headlines about President Joe Biden from major news outlets. Hosted on <https://joe-biden-news.herokuapp.com/>

Capstone_OpenGL_Knife https://github.com/WTValdes/Capstone_OpenGL_Knife

C++ code with OpenGL written for a Computer Science course to render a 3D model of a knife.

EDUCATION

Southern New Hampshire University | Bachelor of Science in Computer Science, Magna Cum Laude

May 2021

Cisco Certified Network Associate | CCNA

February 2020

SKILLS

HTML5 | CSS3 | JavaScript | SQL | Java | Python | SASS Support | Source Code Management | Git | Bitbucket | Perforce | JIRA
Confluence | SEO | Bootstrap | Zendesk | WordPress CMS | Windows | MacOS | Linux | Agile | VSCode | IntelliJ IDEA | Eclipse