

William Ryuputra

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Work Experience

Technical Specialist

New Haven, CT

Apple

July 2022 - Current

- Troubleshooting technical issues regarding customers' devices. Maintain a consistent 14-minute session duration time per customer and consistently retain an 80% AppleCare attachment rate.
- Increased store customer satisfaction by consistently maintaining a Net Promoter Score (NPS) above 90.

Front-End Developer Intern

Pennsylvania (remote)

3D Circuitry

June 2023 - January 2024

- Developed 5 web-pages and maintained an e-commerce website by utilizing HTML, JavaScript, jQuery, MySQL and SCSS. Implemented responsive design to an unresponsive website.
- Participated in collaborative web page design using Figma.

Business Analyst

Norwalk, CT

MetaRetail

November 2021 - June 2022

- Identified and evaluated 4 business partnerships. These collaborations led to a significant 6% increase in overall profitability.
- Analyzed financial data, focusing on profit and profit margin, to optimize procurement strategies and maximize profitability.
- Created and maintained data visualizations using Tableau to facilitate data-driven decision-making, providing clear insights.

Python Tutor

New Haven, CT

Southern Connecticut State University

September 2019 - May 2020

- Conducted weekly lab sessions to provide comprehensive support to students and reinforce key concepts in the "Introduction to Python" course.

Education

Bachelor of Science in Computer Science

New Haven, CT

Southern Connecticut State University

Graduated: May 2020

Skills & Interests

Proficient: JavaScript, Typescript, HTML, CSS, Tailwind CSS, SCSS/SASS, Node.js, Express.js, MongoDB, MySQL, Git, React, Redux, jQuery, Next.js, PHP, Adobe XD, Figma, API Design, AWS, Postgres.

Intermediate: Java, Python, PowerShell, Angular, Jira, Ruby, Ruby on Rails.

Interests: Social science, history, Western art history, fashion design, UI/UX design, soccer, table tennis.

Volunteer Experience

[Connecticut Center for Arts and Technology](#)

Developed and led workshops focused on Apple-centric software, including Procreate and Xcode.

[Southern Connecticut State University Computer Science Club](#)

Collaborated with club members to organize guest speaker events and technology workshops.

[Rose of Sharon Church](#)

Designed and produced digital and print posters for community events.