

William Miyamoto

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Education

UMass Boston – Bachelor of Science, Double Major: Computer Science, Management | GPA: 3.4 2024

Skills

Languages: Java, SQL, C, C#, Python, HTML, CSS

Frameworks & Libraries: .NET Framework

Software & Tools: Linux, Oracle DB, MySQL, Visual Studio Code, Tableau, MS Office

Projects

Bash Shell Recreation <https://github.com/William-Miyamoto/bshell>

- Program emulating classic shell and bash with built-in support for basic commands
- Supports PATH indexing and I/O handling
- Compiled and executed on Linux

RAID 2 Encoder/Decoder <https://github.com/William-Miyamoto/RAID2>

- Program which uses RAID 2 architecture to encode and decode text files & binary data
- Utilizes getopt.h to support file size, debug, and file I/O flags

Personal Website www.williammiyamoto.com

- HTML website with CSS stylesheet and supporting Javascript
- Developed and maintained using Git CLI

Experience

Tour Guide, New England Pirate Museum – Salem, MA May 2023 – November 2024

- Worked with a diverse team to address and resolve customer concerns, leading to an increase in positive feedback and higher visitor retention rates.
- Developed and delivered engaging, tailored presentations for over 500+ visitors weekly, leading to improved online reviews and increased word-of-mouth referrals.
- Trained and mentored new staff members in customer service best practices, which resulted in a faster onboarding process and consistent service quality.

Shift Manager, Starbucks Coffee Company – Marblehead, MA June 2021 – February 2022

- Promoted to shift manager to lead a high-performing team of 10+ baristas. Managed cash handling, product assets, and daily operations, improving team productivity through streamlined processes and clear communication.
- Increased customer connection scores by 300% by designing, launching, and overseeing a customer service improvement program focused on communication and personalized service.

Barista / Trainer, Starbucks Coffee Company – Marblehead, MA May 2019 – June 2021

- Conducted onboarding and training for new baristas, resulting in a reduction in training time and ensuring consistency in product quality and customer service standards.
- Delivered personalized customer service, which contributed to 10% higher sales during peak hours and consistently received positive feedback in customer surveys.