


William S. Houston Sr

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Professional Summary

Entry-level **IT Generalist / Web Development professional** with a strong foundation in programming, databases, and troubleshooting. Experienced in **Java, Python, JavaScript, PHP, HTML, CSS, SQL**, and customer-facing problem resolution. Proven ability to follow procedures, document work, and support users in fast-paced environments. Seeking an IT role where technical knowledge, reliability, and continuous learning add immediate value.

Technical Skills

- **Programming & Web:** Java, Python, JavaScript, PHP, HTML5, CSS3
 - **Databases:** SQL, relational database fundamentals
 - **Systems & Tools:** Microsoft Office, Windows OS, basic networking concepts
 - **IT Concepts:** Troubleshooting, system support, documentation, cybersecurity fundamentals
 - **Soft Skills:** Customer service, communication, teamwork, time management, conflict resolution
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Education

Associate of Applied Science – Information Technology (IT Generalist)

Metropolitan Community College — *August 2024*

- **GPA: 3.41 | Dean's List (5x)**
- **Member, Ethical Hacking Club**
- **Military Honor Cord Recipient**

Associate of Applied Science – Utility Line Technician
Metropolitan Community College — *August 1996*

- GPA: **3.35**
 - OPPD Scholarship & Internship Recipient
 - Training in safety compliance, technical procedures, and infrastructure operations
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Professional Experience

Broncos Hamburgers — Fry Cook

January 2023 – February 2026

- Followed **documented procedures and safety standards** in a high-volume environment
- Managed multiple tasks simultaneously while maintaining accuracy and quality
- Communicated effectively with team members to resolve workflow issues
- Demonstrated reliability, time management, and attention to detail — transferable to IT operations

Famous Dave’s Restaurants — Line Cook

July 2013 – November 2018

- Prepared and executed tasks according to **standardized operational guidelines**
 - Maintained cleanliness, compliance, and equipment readiness
 - Collaborated with cross-functional teams under time constraints
 - Built strong customer service and problem-resolution skills applicable to IT support roles
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Additional Highlights

- Strong interest in **cybersecurity and ethical hacking**
- Comfortable learning new technologies and tools quickly
- Experience working in regulated, procedure-driven environments