

William Petrik

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EDUCATION

Boston College, Carroll School of Management Chestnut Hill, MA
Bachelor of Science in Management, Concentration in Management and Leadership
Double Major in Computer Science May 2026

- **Cumulative GPA:** 3.59 / 4.00
- **Relevant Coursework:** Business Statistics, Financial Accounting, Computer Organization, Algorithms, Fundamentals of Finance, Computer Systems, Web Application Development, Information Systems, Database Management Systems, Leadership, Operations Management, Computer Networks, Software Engineering

WORK EXPERIENCE

SciSure Boston, MA
Customer Service Associate Jul 2025-Present

- Resolved 850+ customer support tickets by leveraging collaboration and technical documentation
- Investigated and collaborated with the Engineering team to solve system bugs
- Implemented and tracked system configuration changes through Jira such as data imports

Scouts BSA: Spirit of Adventure Council Milton, MA
Climbing Instructor & Camp Counselor Jul 2018 - Present

- Lead 30+ scouts in bouldering, top-rope, and ice climbing every Saturday
- Develop team dynamics between groups of 10-20 individuals through trust/collaborative games and reflection
- Lead over 150 children each summer in climbing, canoeing, kayaking, camping, and bushcraft skills
- Evacuated a participant from a kayaking overnight trip to the Boston Harbor Islands

Boston College Recreation Center Chestnut Hill, MA
Lead Route Setter Sep 2023 – Dec 2024

- Supervised and managed five other route setters
 - Trained four new apprentices and tracked their progress through an excel route log
 - Wrote and revised standard operating procedures for the wall to maintain a safe environment
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Projects & Leadership

Control Flow

An IOS app for crowd control at New England Base Camp

- Programmed in Swift using MVVM structure and UI/UX principles
- Uses Google Firebase for cloud storage and authentication for login

Scout Climbing Website

A website for Scout Climbing Instructors to help train instructors and track compliance

- Lead two other developers in coding the website in HTML, CSS and JS using React
- Uses Google Cloud's Dialogflow for an AI agent trained on the site's resources
- Implemented an SQL database using Google's Cloud SQL for storage and App Engine for constant API access

Outdoor Adventure Trip Leader

- Lead a multi-day trip to Oregon to whitewater raft the Deschutes River over Easter Break
 - Trained participants in Ice Climbing and mountaineering essentials
 - Planned and participated in multiple mountaineering trips including Mt. Baker in OR and Mt. Washington in NH
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SKILLS & INTERESTS

Technical: Python, Go, C/C++, Swift, Microsoft Office, SQL, HTML/CSS/JS

Awards: Eagle Scout (2020), Veterans Service Award (2022), Key Foundation: Craig Ryder Award (2024)

Interests: Electric Guitar, Building Computers, Snowboarding, Nature Photography, Investments