| Murrieta, CA [rck496@yahoo.com](mailto:rck496@yahoo.com)  951-514-0352 | Ryan Knott | [linkedin.com/in/rck496](https://www.linkedin.com/in/rck496) [github.com/BRAKEL3SS](https://github.com/BRAKEL3SS)  <https://brakel3ss.github.io/portfolio/> |
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I am a former technical support specialist turned software developer. I bring a strong sense of user-focused development to any team in order to create a clean and usable end product.

## Technologies and Certifications

* **Languages |** JavaScript, HTML, CSS, Python
* **Libraries and Frameworks |** Node.js, Express.js, React.js
* **Database |** PostgreSQL, MongoDB, Mongoose
* **Other |** RESTful Routing JSON, Github, Jenkins, ServiceNow, Confluence, Jira
* **Certifications |** CCNA Routing and Switching, CompTIA A+, CompTIA Project+, ITIL v4

## Projects

* **NotRacn -** A full-stack MERN web-application that is used as a landing page for an off-road motocross team. This is a Single Page Application using a MongoDB database with Mongoose to track user data and reports. It utilizes the Instagram API to display posts from the team page and is styled with Material UI.
* **Twitter Watcher -** A full-stack Python/Django web-application used to track Twitter trends. This website uses a PostgreSQL database to store data models and makes use of Django Authentication. It utilizes the Twitter API to display trends from the US and their associated tweets.
* **Formula One Team Tracker -** A full-stack MEN web-application used to track Formula One team rosters. This website uses a MongoDB database with Mongoose to store data models and makes use of Google OAuth for authentication.
* **Blackjack -** A static webpage using HTML, CSS, Javascript, and Jquery to play blackjack online. This site uses DOM manipulation to make all necessary changes on screen

## Work Experience

**System Technologist | Motorola Solutions |** **Temecula, CA** (03/2020)-(02/2022)

* Performed regular maintenance to ensure proper functioning of dispatch application for government dispatch centers
* Manipulated code to tailor application to the customer’s needs, pushed versions through the build pipeline and performed remote deployment
* Performed peer review on any code changes when requested by other system technologists
* Handled customer problem tickets to ensure mission critical VoIP, telephony, and network services worked properly in a high-paced environment
* Communicated with outside vendors to assist in troubleshooting and product deployment

**Technical Support Specialist | Infowest, Inc | Saint George, UT**  (06/2019)-(03/2020)

* Handled customer trouble tickets relating to internet connectivity and VoIP telephony
* Configured hardware based on customer including initializing modems and routers as well as assigning phone numbers to VoIP dongles and router connections
* Deployed small home and office wireless networks using Ubiquiti equipment

## Education

* **Software Engineering Immersive,** General Assembly **May 2022**
* **B.Sc. Information Technology,** Western Governors University (anticipated) **Sep 2023**