

# Ryan Engelken

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Portfolio: <https://gregarious-cassata-c705fc.netlify.app/> | GitHub:  
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## Professional Summary

Motivated web developer with hands-on experience in full-stack development, user-focused design, and technical support. Skilled in creating responsive, interactive web applications and delivering excellent customer service. Passionate about solving real-world problems with clean, efficient code.

## Education

**Eleven Fifty Academy** – Web Development Immersive, Indianapolis, IN — Oct 2021

12-week immersive program with 500+ hours of coding and project-based learning

Focused on modern full-stack web development using real-world technologies

**Ivy Tech Community College** – A.A.S. in Software Development

Expected Graduation: Fall 2025

Dean's List: 2020, 2024, 2025

## Technical Skills

Languages: JavaScript, HTML, CSS, Java, Python

Frameworks & Libraries: React, Node.js, Express, Bootstrap

Databases: MongoDB, MySQL (basic)

Tools & Platforms: Git, GitHub, Netlify, REST APIs, UX/UI Design

Other: Customer Support Systems, CRM Software

## Professional Experience

**Fanimation**, Zionsville, IN — Technical Support Specialist

Feb 2022 – 2024

Handled support for 65+ customers daily via phone, email, and chat

Streamlined order processing using CRM tools, cutting order times significantly

Received consistently high customer satisfaction scores

**DoorDash**, Indianapolis, IN — Delivery Driver

Apr 2019 – Jan 2022

Achieved a 4.89 average customer rating through timely and friendly service

Delivered 98% of orders on time or early

**Guitar Center Contact Center**, Indianapolis, IN — Customer Service Rep

Aug 2017 – Apr 2019

Resolved customer issues with expert product knowledge and support skills

Maintained strong service metrics and client satisfaction

**Securitas**, Indianapolis, IN — Seasonal Security Guard

Jan 2017 – Aug 2017

Monitored premises and reported daily on-site security

Maintained safe and secure environments during high-traffic periods

**Dial America**, Indianapolis, IN — Sales Representative

Sep 2015 – Jan 2017

Sold SiriusXM subscriptions, improving sales by 15% in one quarter

Identified opportunities for up-selling and account consolidation

## Projects

**Gamer-Genus** – Full-Stack CRUD App

Game review platform where users can register/login, search games, and create/edit/delete reviews. Admins have full moderation access.

Stack: React, Node.js, Express, MongoDB, JWT, REST API

**Course Manager** – Course Registration System

Simulated education platform. Teachers can create/manage their own courses. Students can view, register, and drop courses.

Stack: Node.js, Express, MongoDB, EJS, CSS

### **Guess That Pokémon** – Interactive Game Using API

A timed game where players guess a Pokémon by its outline using a live API.

Stack: JavaScript, HTML/CSS, JavaScript, PokéAPI

### **Indy Student Life** – Student Resource Web App

Helps Indianapolis students locate affordable food and study spots near campus.

Stack: HTML, CSS, JavaScript, Openstreet API

### **Engelken Games** – Static Website

A personal webpage showcasing Ryan's favorite video games with styled content and layouts.

Stack: HTML, CSS

### **CSS Creature** – Creative Styling Showcase

Fun project highlighting CSS animation and positioning techniques.

Stack: HTML, CSS

### **CatFacts API** – Animal Facts Fetch App

Fetches and displays facts about four different animals based on user selection.

Stack: JavaScript, API, HTML/CSS

### **Pacific Trails Resort** – Resort Website Simulation

Basic resort site project built to demonstrate layout, navigation, and styling.

Stack: HTML, CSS