Ian M. Thomas 

Software Developer / Engineer

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### Objective

I’m an enthusiastic learner eager to cooperate with a hard-working team through clear communication, attention to detail and proficient programming and organizational skills.  
I look forward to cultivating an efficient and collaborative work environment in my next position.

### Skills

### Programming and Development Proficient in OOP with C++ and automation with Python. Extensive experience working in Linux environment with Bash and Git/Github. Introductory experience with Go, MySQL, C#, Django. Educational and tutoring experience teaching coding basics and C++ / Python.

### Organization and Process Improvement Formatted unique Python scripts to automate tedious workflow and reporting, saving the department 12+ hours/week. Organized and led two team projects to improve client satisfaction and company earnings. Initiated new team processes and standardized department-wide vocabulary to improve efficiency and clarity.

### Problem Solving and Deescalation 4+ years of experience resolving technical and communication issues with clients and team members. Patiently educated clients of our features and deescalated conflict on a daily basis.

### Client Management and Communications Four years of full-time experience with client communication through client management software. Quickly learned the client management software and managed twice as many clients as other team members which motivated automation and improvement of processes.

### Work Experience

## Web Optimization Specialist

Menufy LLC - Overland Park, KS  
September 2017 - PRESENT

* Quick proficiency with Client Management software (Zendesk)
* Automation and Formatting of Google Sheets/Microsoft Excel
* Organization of team projects and processes
* Experience in communications with clients and team

### Education

## Bachelor of Science: Mathematics - Computer Science Aug 2020 - May 2022 Wichita State University

* Data Structures, Introduction Database Systems, Intro to Software Engineering