RYAN CHALLEN

SOFTWARE DEVELOPER

PERSONAL SUMMARY

Hi there! I'm Ryan. After a successful history in client support and financial services, I made the career pivot to software development. I have always been passionate about technology, a perpetual learner and a natural problem solver. As such, I have finally found my dream career! I am excited to build incredible projects with incredible people into the future.

KEY COMPETENCIES

HTML, CSS, Bootstrap
Sass, JavaScript, React
Ruby On Rails
ExpressJS, NodeJS
MongoDB, PostgreSQL
Git, Agile Development
Client Sales & Service
Hardware & Software Support

CONTACT DETAILS

Phone: +61 437 225 625
Email: ryanchallen@outlook.com
Portfolio: www.ryanchallen.com
GitHub: github.com/Insidium
LinkedIn: linkedin.com/in/ryanchallen
Twitter: @RyanChallen

REFERENCES

Stephanie Leahy
QLD Partnerships Manager
Coder Academy

Sarah Ellis
People & Connection Leader
Apple

RECENT WORK HISTORY

National Student Enrolment Advisor
Coder Academy | Nov 2019 - present

One of three Advisors, I provide career guidance, educational advice and sales support to Coder Academy's prospective and current students. I am proud to empower a diverse range of people to change their lives with industry leading technical training.

- Consultative tertiary education sales and student support
- Student relationship administration (HubSpot, G Suite)
- Tech meetup, industry and careers event representative
- Student application assessment and interviews
- Current student mentor and retention

Software Licensing Support (Intern)
Data#3 | June 2019 - Nov 2019

Supported an Account Executive as the primary source of service for clients including Local Government and Universities. My role was to ensure their enquiries for pricing and assistance were delivered in a timely manner.

- Software ordering, quoting and provisioning
- CRM administration (Salesforce, Oracle 'Big Machines')
- Renewal offer and tender preparation
- Microsoft EA and EEA subscriptions
- Client, Vendor and Account Manager Support

Product Specialist
Apple | May 2017 - May 2019

On the product sales floor, I was responsible for delivering Apple's iconic level of service and sales support. I was also promoted to Store Mobile Connections Coordinator.

- Consultative customer service and sales
- Hardware and software troubleshooting
- Commencement and end of day cash reconciliation
- Business solution referrals
- Store Mobile Connections Coordinator

ACADEMIC BACKGROUND

Coder Academy
Diploma of Information Technology (Higher Education) | Oct 2019 - Aug 2020

- Full Stack Web Development
- HTML, CSS, Ruby On Rails & JavaScript MERN Stack