

# RYAN CHALLEN

## SOFTWARE DEVELOPER

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## 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

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Twitter: [@RyanChallen](https://twitter.com/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

### Client Support Representative

*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