

Ryan M. DeLosh

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SKILLS:

- ◆ In depth knowledge of C++
- ◆ HTML and CSS experience
- ◆ Basic understanding of Racket
- ◆ Customer support experience
- ◆ High level of dependability
- ◆ Computer hardware knowledge
- ◆ Strong customer service skills
- ◆ Willing to learn new ideas

EXPERIENCE:

Rite Aid Pharmacy, Lowell, MA

Shift Supervisor

October 2015 – Present

Responsible for providing excellent customer service along with opening / closing the store daily, counting / depositing profits, and assisting with daily operations.

PlumChoice Inc., Lowell, MA

Technical Support Specialist

September 2014 –October 2015

Responsible for answering support calls to remotely solve issues customers have with their computers. Specialists are also responsible for providing an excellent customer service experience.

International Business Machines, Littleton, MA

Automation Tester/Developer

August 2013-August 2014

Responsible for the daily server test execution and the execution of Graphical User Interface test suites across multiple servers.

EDUCATION:

University of Massachusetts Lowell, Lowell, MA

Bachelors of Science in Computer Science

Expected Graduation: 2018

Cumulative GPA: 3.6

Northeastern University, Boston, MA

Computer Science classes

November 2012-March 2014