

# Ryan P. Nash

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I am a Software Engineer/Developer with an extensive background in theater and the arts, Customer Service/Relations, as well as varying technologies. With this background I have shaped myself into a diligent and hard-working individual who can easily multi-task, seamlessly manage projects as well as individuals, and put forth impeccable results. I pride myself on my precision and my attention for detail. Given my years of experience in Customer Service/Relations, I also excel in handling difficult situations and defusing issues.

## *Skills*

HTML5, CSS, JavaScript, Python3, Materialize CSS, Bootstrap CSS, PostgreSQL, Mongoose/MongoDb, Express.js, React.js, Node.js, shell environments, Git, GitHub, Atlas, Postman, Heroku, AWS, third-party-APIs.

## *Projects*

5 O'Clock Tarot	HTML5, CSS, Javascript, Mongoose/MongoDb, Express.js, React, Node.js.	July 2020
TwistOfRate	HTML5, CSS, Javascript, Python3, Django, PostgreSQL, Materialize	July 2020
OSDb: Online Stage Database	HTML5, CSS, Javascript, Express.js, Node.js, Mongoose/MongoDb	June 2020
Jabberwocky Sweeper	HTML5, CSS, Javascript	May 2020

## *Experiences*

### **Donlen Corporation, Northbrook, Illinois**

November 2013 – September 2016

#### GPS & Telematics Administrator

- Recognized by department management for my creation of the DriverPoint Library - four categorical standard operating procedural manuals that detail every aspect of the department's workings
- Analyze, interpret, and process data within the web-based platform as well as the Microsoft Suite; including but not limited to files consisting of tens of thousands of entries
- Initiate the creation of custom reporting for our business partners tailored to highlight their specific requirements while consistently helping to meet their overall corporate goals
- Investigate device issues and write troubleshooting messages using manufacturer coding scripts to maintain service levels while minimizing necessary client involvement

### **Lakeshore Staffing, Chicago, Illinois**

#### Informis Health Solutions

September 2012 – November 2013

#### Channel Clarity/InParallel

October 2011 – August 2012

#### Customer Service Representative

- Successfully utilize proprietary CRM software to update corporate databases and sell relevant products that actually serve the needs of the customers
- Facilitate targeted-mailing campaigns focused on reaching out to prospective clients, fostering the development of a healthy networking foundation
- Awarded employee of the month for March 2013 through championship of service standards

## *Education and Licenses*

General Assembly	Los Angeles, California	License, Software Engineering	2020
University of Southern Maine	Gorham, Maine	Bachelors of Arts - Theatre	2011
Institute for Readers Theatre	San Diego, California	License, Teacher	2010