Ryan Russell

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PROFESSIONAL EXPERIENCE

Salt Lake Community College   Salt Lake City, UT
IT Lab Aid V   *December 2022—December 2024*
- Assist teachers and students to access programs and troubleshoot student computer-related questions.
- Monitor online chats to actively assist students and teachers.
- Proof student-developed applications and offer improvement suggestions.
- Provide support and tutoring services on the use of computer software and hardware.
- *Technologies Used* - Windows OS, Linux, MacOS, Node.js, React.js, SCSS, HTML, MySQL, PHP, GitHub, VSCode, Photoshop

Musician's Friend   Salt Lake City, UT
Sales Associate/Customer Service Representative   *May 2022—Present*
- Responsible for establishing, servicing, and maintaining a customer base in a fast-paced environment.
- Identify opportunities & issues and follow through on multiple contact channels to resolve issues.
- Top salesperson on my team after first few months and continue to be one of the top performers.
- *Technologies Used* - Windows OS, Microsoft365, VoIP phone, Salesforce, Okta

Veterans First Mortgage   Salt Lake City, UT
Trainer   *January 2022—May 2022*
- Trained office mates while maintaining all job responsibilities; Provided pitch training and credit pull training.

Loan Assistant   *May 2021—January 2022*
- Top loan originator in the first month after training.
- Half of the loans closed in the first two months of being NMLS certified went through my administration.

Retention Specialist   *November 2020—May 2021*
- Conducted outreach to potential clients and retained relationships with customers.
- Top retention specialist for three consecutive months after training.
- *Technologies Used* - Windows OS, Microsoft365, VoIP phone, Salesforce, Workday

www.weare8.com   Logan, UT
Front-End Developer - CONTRACT   *February 2020—April 2020*
- Developed front-end functionality; Engineered code to implement global state management (**Redux**) to improve code maintainability; Styled UI to match the given design files.
- *Technologies Used* - Node.js, React.js, Express.js, GitHub, CSS, SCSS, HTML5, Bootstrap, Babel, HTTP, Linux

EDUCATION

Financed 100% of education and living expenses through working part-time to full-time during the academic year and summers.

Western Governors University   Salt Lake City, UT
Cloud Computing Bachelor   *December 2024 – 2025(Expected)*
Work full-time while enrolled in school

Salt Lake Community College   Salt Lake City, UT
Computer Science Associate – Software Development Emphasis, Overall GPA 3.5   *May 2023 – August 2024*
Work full-time while enrolled in school
- The National Society of Leadership and Success (Honors Society) – Advanced & Executive Leadership Certificate badge signifies the recipient has:
  Identified strengths and challenges of different communication styles.
  Developed effective meeting management skills.

Learned strategies to improve critical thinking and decision-making.

Utah State University   Logan, UT
Computer Sciences/ GED, Overall GPA 3.79   *August 2019—May 2021*
- The National Society of Leadership and Success (Honors Society) —Selected by campus administration to participate among top students in a leadership program including:
Success Networking Teams: Participated in peer-based leadership development teams. Experience in setting and achieving goals, receiving coaching, coaching others, holding others accountable to commitments, and building the foundations of leadership.

Lone Peak Highschool   Highland, UT
- GPA: 3.97
- NICA Mountain Biking Team (4 years)

Young Entrepreneurial Academy   Sandy, UT
- Entrepreneurial training; Pitched and received seed funding for app work.

PERSONAL PROJECTS

https://portfolio-master-silk-nine.vercel.app/
Lead Developer
- Developed front-end code; Maintained code base using version control; Implemented intricate designs to UI.
- *Technologies Used* - Node.js, React.js, Express.js, GitHub, CSS, SCSS, HTML5, Bootstrap, Babel, Linux

VOLUNTEER SERVICE

Highland City   Highland, UT
    May 2016—August 2018
- Facilitated a team of mountain bikers to grow the community by building and maintaining trails for other riders.

SKILLS / CERTIFICATIONS

Programming
- Java, Python
- SQL, PHP

Development
- HTML/CSS/SCSS
- Bootstrap
- JavaScript
- React.js/Node.js
- Express.js/Next.js
- Redux

Version Control
- Git

Database
- MongoDB
- MySQL
- Data structures

Cloud
- Firebase

Tools
- VSCode
- Figma
- Postman, He
- Vercel
- NPM

Systems
- Windows
- Linux/Ubunt
- Android

Graphics
- Photoshop
- Premiere

MS Office
- Word
- Excel
- Outlook
- PowerPoint

Soft
- Detail-Orientated
- Support/Service
- Negotiation
- Leadership
- Resourcefulness
- Communication
- Teamwork
- Time Management
- Decision Making
- Scheduling
- Credit Analysis
- Sales

Udemy
www.udemy.com
- Modern React with Redux
https://www.udemy.com/certificate/UC-baeff0626-41f7-b38b-208dfd591483/
- Data Structures and Algorithms in Python
ude.my/UC-d3ff415a-3911-4db8-ad04-7b461f19b203

CompTIA A+
Industry standard for career in IT

University of Utah | Programming Camp
July 2013
- Mobile Game Studio