

Ryan Russell

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PROFESSIONAL EXPERIENCE

Salt Lake Community College

IT Lab Aid V

Salt Lake City, UT

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

Sales Specialist/Customer Service Representative

Salt Lake City, UT

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

Trainer

Salt Lake City, UT

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

Front-End Developer - CONTRACT

Logan, UT

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

Cloud Computing Bachelor

Salt Lake City, UT

December 2024 – 2025(Expected)

Work full-time while enrolled in school

Salt Lake Community College

Computer Science Associate – Software Development Emphasis, Overall GPA 3.5

Salt Lake City, UT

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

Computer Sciences/ GED, Overall GPA 3.79

Logan, UT

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.
- Lead developer for an app called Innovint to connect people based on talents, presented it to classes, and built a team for expansion.

Lone Peak Highschool

Highland, UT

- GPA: 3.97
- NICA Mountain Biking Team (4 years)
- https://www.credly.com/badges/082b46c1-ebd2-41f5-94f8-43d2c09ca48d/public_url

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

- Established Beacon Hill Highland Bike Park by leading a team of mountain bikers in building and maintaining trails to grow the riding community.

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

- AWS

Tools

- VSCode
- Figma
- Postman, Heroku
- Vercel
- JIRA
- NPM

Systems

- Windows
- Linux/Ubuntu
- Android

Graphics

- Photoshop
- Premiere

MS Office

- Word
- Excel
- Outlook
- PowerPoint

Soft

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

AWS Cloud Practitioner

https://www.credly.com/badges/082b46c1-ebd2-41f5-94f8-43d2c09ca48d/public_url

CompTIA A+

Industry standard for career in IT

Udemy

- 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](https://www.udemy.com/certificate/UC-d3ff415a-3911-4db8-ad04-7b461f19b203/)

University of Utah | Programming Camp

July 2013

- Mobile Game Studio