Reuben Ward Young
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|| EDUCATION
Associate of Arts & Science in Computer Science   Completed December 2020
North Seattle College, Seattle, WA
- Teaching assistant for *Intro to Programming* at professor's request
- Tutored fellow students in programming classes and troubleshot computer issues

|| SKILLS
Development Tools
- Git, Python, Flask, WordPress, HTML, CSS, JavaScript, React, Typescript, PostgreSQL, MySQL, SQL, Google Apps Script

Operating Systems
- Windows, Mac, Linux Mint, Ubuntu, Android, iPhone

Administrative and Communication Tools
- Microsoft Office, Google Docs, LibreOffice
- Jira, Freshdesk, Teamwork, Asana
- Outlook, Teams, Discord, Zoom, Gchat

|| WORK EXPERIENCE
Beans & Butter Coffeehouse   October 2024 – Present
Pomeroy IT Solutions, Inc., Hebron, KY | Remote
- Serving farm-to-mug, in-house freshly roasted coffee and in-house baked pastries.
- Performing opening and closing duties, ensuring the café is ready for business and properly secured at the end of the day

Barista   June 2024 – September 2024
Moments Coffee Bar & Eatery, Swannanoa, NC
- Baked fresh scones every morning, ensuring high-quality and consistent product for customers
- Built and maintained positive relationships with customers, providing excellent service and fostering a welcoming environment
- Created and managed employee scheduling tools using Google Sheets for both front and back-of-house staff, streamlining scheduling processes and improving staff coordination

DXC Senior Assistant Help Desk Technician   February 2023 – June 2024
Pomeroy IT Solutions, Inc., Hebron, KY | Remote
- Consistently provided customer support and resolved technical issues, ensuring customer satisfaction and maintaining a track record of issues resolved within the contracted timeframe.
- Utilized strong analytical and problem-solving skills to address complex customer problems, leveraging comprehensive knowledge of company products and operating systems.
- Successfully balanced and prioritized work in a fast-paced office environment, demonstrating strong organization skills and a commitment to team collaboration. Worked in various shifts, showcasing adaptability and dedication.

IT Technical Support   October 2021 – February 2023

Pilot Flying J, Knoxville, TN
- Recovering $4,500+ each month in unpaid fuel transactions
- Provide technical support to 950+ fueling, retail, and restaurant locations in the U.S. and Canada
- Communicating technical information to non-technical users over phone and email
- Resolving highly profitable fueling hardware and software issues as quickly as possible
- Configuring, installing, and troubleshooting a wide variety of hardware, software, and embedded systems, including P.O.S. software and peripherals, office computers and printers, wifi networks, and user accounts.
- Collaborating with multi-departmental team members via ticket tracking software, phone, email, and chat

Barista   May 2021 – September 2021

The Bridge Coffee House, Seymour, TN
- Made beverages and food to order, set up and supported live shows, built relationships with customers

Software Developer   January 2019 – March 2021

Freelancing, Seattle, WA
- Worked with clients to build automation tools and programs using online freelancing sites such as Upwork
- Built applications for website and data mining
- Wrote scripts to do large data processing and calculations on excel, text, and other file types
- Created programs to convert files from text and PDF to CSV and excel
- Managed social media accounts and created video promotions for a local construction company

Barista   July 2018 – January 2019

Chocolati, Seattle, WA
- Created Employee Scheduling App using Google Spreadsheets
- Welcomed and built strong relationships with local workers and residents, ensuring exceptional customer care.
- Cleanied, Restocked, and Maintained chocolates, counters and espresso supplies

Personal Trainer   January 2015 – December 2018

Fitness For Living, Seattle, WA
- Built websites using WordPress and Django
- Learned HTML, CSS, MySQL, and PHP in order to build WordPress site from scratch
- Created content to support the business mission of increasing accessibility of fitness and goal setting

Rental Manager   May 2015 – October 2015

Belltown Rentals, Seattle, WA
- Managing 5 multi-unit properties in the Seattle area
- Communicating via email, phone, and in person to coordinate check-in, rental agreement signing, and unit tours
- Developing and maintaining great relations with guests; providing suggestions of activities based on interests, and remaining available to answer questions
- Efficiently collaborating with cleaners and repairmen to address any guest issues or complaints

|| SPECIAL PROJECTS

Python Tutoring   March 2019 – April 2021

Freelancing, Seattle, WA
- Created a Python tutorial video series to teach practical Python using real-world job problems
- Tutored students taking college computer science courses
- Troubleshot technical and installation issues for students taking computer science and IT courses