Reuben Ward Young

ReubenWYoung@gmail.com

github.com/Reuben3901 **II** linkedin.com/in/reuben-w-young/

II EDUCATION

Associate of Arts & Science in Computer Science   December 2020

North Seattle College, Seattle, WA

- Teacher assistant for *Intro to Programming* at professor's request
- Tutored fellow students in programming classes and troubleshooted computer issues

II TECHNICAL SKILLS

Programming Languages

- Python, Selenium, AWS, HTML, CSS, Java, JavaScript, React, PostgreSQL, MySQL, SQL, ORM, Google Apps Script

Development Tools and API's

- Git, GitHub, Flask, Django, Heroku, Square API, Reddit API, Bootstrap, WordPress, Android Studio, SSL/TLS

Operating Systems

- Windows, Mac, Linux Mint, Ubuntu, Remote Linux Servers, Android, iPhone

Administrative and Communication Tools

- Microsoft Office, Google Docs, LibreOffice
- Ticket Tracker, Jira, Freshdesk, Teamwork, Asana
- Teams, Discord, Zoom, GChat
- NetSupport, Citrix, TeamViewer
- Adobe Premiere Pro, OBS, Audacity, Gimp, Photoshop

II PROJECT EXAMPLES

Practical Tech Hacks – www.practicaltechhacks.com   August 2022 – Present

Personal Project / Portfolio

- Teaching people to make use of incredible technology to improve their work, life, and business
- Built using Heroku, Python, Flask, Bootstrap, JavaScript

StruggleTogether – www.struggletogether.org   June 2021 – Present

Personal Project

- Building a Python and Flask based website to help users track and measure goals
- Utilizing Bootstrap and JavaScript to create a stylish, responsive, and highly functional website
- Running on AWS EC2 Ubuntu Server and PostgreSQL RDS Database
- Using the latest TLS security to provide as secure connection to the site for users
- Connected to CloudFlare to improve connectivity times and website security

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

Real Estate Market Price Tool   January 2019

Freelancing, Seattle, WA
- Created an executable program, using Python, Selenium, and AWS to automate gathering of home prices for a list of addresses on Zillow.com and Realtor.com

Employee Scheduler – drive.google.com/scheduler   October 2018

Chocolati, Seattle, WA
- Created a scheduling tool using Google Sheets and Apps Script to create a weekly schedule
- Reduced manual labor each month from several hours to 15 minutes

SilverSneakers Report Tool – github.com/Reuben3901/SilverSneakers   March 2016

Greenlake Fitness, Seattle, WA
- Developed a Python tool that automated a 20-hour monthly tracking task into a 1-minute monthly task
- Built-in statistical analysis reporting revealed a missed opportunity of more than $1200 in monthly revenue

❚❚ WORK EXPERIENCE

IT Technical Support   October 2021 – Present

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
- Remotely accessing, pinging and troubleshooting networked computers and devices
- Ensure sales data is processed correctly and perform basic maintenance of databases

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

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