

Reuben Ward Young
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|| EDUCATION

Associates of Arts & Science – 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 resolved computer issues

|| TECHNICAL SKILLS

Programming Languages

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

Development Tools and APIs

- Git, Github, Bootstrap, Flask, Django, Square API, Reddit API, WordPress, Heroku, Android Studio, SSL

Operating Systems

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

Administrative and Communication Tools

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

|| PROJECT EXAMPLES

StruggleTogether – struggletogether.herokuapp.com

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

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
- Troubleshoot 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 several hours of manual labor each month to a single 15-minute task

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

II WORK EXPERIENCE

IT Technical Support

October 2021 – Present

Pilot Flying J, Knoxville, TN

- Recovering \$4,500+ each month of unpaid fuel transactions
- Provide first level 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
- Ensuring positive guest experiences by providing top quality and compassionate customer support
- 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 POS 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
- Assist stores and restaurants with cash balancing and the end of day processes
- Ensure sales data is processed correctly and perform basic maintenance of the database if necessary

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, and improved organizational processes

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 general contractor

Founder, Fitness For Living

January 2015 – December 2018

Fitness For Living, Seattle, WA

- Started a business and 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