

Austin Ridgway

I am a versatile and motivated IT professional with a background in software engineering, user support, and business operations. Skilled in configuring Windows 10/11, Microsoft 365, and foundational networking (TCP/IP, DNS, DHCP), with hands-on experience in full-stack development using React, MongoDB, Node.js, and Tailwind CSS. Proficient with developer tools including Git, Maven, Docker, and VS Code. Certified in AWS Cloud Practitioner, ITIL 4 Foundations, and CompTIA Project+ (A+ in progress). Adept at process documentation, user training, and technical troubleshooting making me well-suited for roles in IT support, network operations, or junior development.

EXPERIENCE

Ridgway Rental Mgmt, Joplin Missouri — *Property Manager,*

January 2019 - Present

Implemented CRM tools for property management to streamline rent collection, maintenance tracking/scheduling, and tenant communications.

Built & maintained secure home networks and provided basic technical troubleshooting for tenants.

Created user guides and documented recurring issues to reduce repeat technical inquiries.

Arvest Bank, Neosho Missouri — *Commercial Loan Assistant,*

August 2018 - August 2019

Created and maintained closing-package checklists, ensuring 100% compliance with lending regulations.

Mapped title/escrow workflows and coordinated with loan officers, underwriters, and title partners to eliminate process bottlenecks.

Coordinated communication among loan officers, underwriters, and clients using collaborative workflow platforms to enhance efficiency and transparency in the lending process.

US Bank, Joplin Missouri— *Personal Banker,*

November 2013 - August 2018

Provided financial guidance to clients by leveraging data driven insights from banking software to recommend suitable products and services while developing strong customer relations through CRM platforms to track interactions.

Educated and assisted customers with setting up and troubleshooting online banking applications, mobile banking, and digital payment systems. Compiled common support questions into internal FAQs to reduce repeat inquiries.

Hibbett Sports, Joplin Missouri — *Store Manager in Training,*

August 2012 - January 2014

Trained and onboarded new employees on company software while managing cash-handling procedures and ensuring secure, compliant payment processing.

Used data analytics provided by corporate to implement and drive successful sales campaigns.

CONTACT

(660)-351-2661

ridgway.austink@gmail.com

PERSONAL WEBSITE

<https://aridgwayportfolio.vercel.app/>

EDUCATION

Western Governors University, Salt Lake City, Utah— *Bachelor of Science in Software Engineering*

October 2022 - February 2025

Missouri Southern State University, Joplin Missouri — *Bachelor of Science in Business*

August 2012 - May 2018

SKILLS

Platforms & Networking:

Windows 10/11 · Microsoft 365 · Active Directory basics · DNS/DHCP/TCP-IP

Systems Analysis &

Support: Requirements gathering · Process mapping · User-training · Documentation

Languages &

Frameworks: Java · JavaScript · Python · HTML/CSS · React · Next.js · Spring · Tailwind

Databases: MongoDB · PostgreSQL

Tools & Automation: VS

Code · Git · Docker · Vercel · Playwright

CERTIFICATIONS

AWS Cloud Practitioner

CompTIA Project+

ITIL 4 Foundations

CompTIA A+ (expected Fall 2025)