



RUAN RADYN —

JUNIOR FULL STACK WEB DEVELOPER

CONTACT ME



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Cape Town, SA



Portfolio



LinkedIn



GitHub

EDUCATION

2005
Matriculated

2022
Full Stack Web Development -
HyperionDev 2022

CAREER OBJECTIVE

My interest in web development started in 2020 while working full time as a workflow manager. As I started learning the basics, my interests grew, and I took the plunge at the start of 2022 to focus on my education as a developer full time. I enrolled into a full stack web dev bootcamp at HyperionDev in Feb 2022 and recently graduated at the top of my class. Now I find myself as a junior in a completely new field at the age of 35 and I am excited for what lies ahead.

For my first job as a developer I am looking to join a team that has a strong focus on continuous learning and mentoring. I'm hoping to learn as much as I can from more experienced devs so that I can work myself up to a position where I am also able to mentor other devs within the company. I love mentoring and definitely see myself in a team lead role sometime in the future once I have some more notches on the proverbial development belt.

WORK EXPERIENCE

Sep 2016 - Dec 2021
Workflow Manager
Ten Lifestyle Group

I started out as a Lifestyle Manager in 2016 and was soon promoted to Senior Lifestyle Manager. The role was very fast paced and customer experience focused. My customer base consisted of high net worth individuals based mostly in the UK and other European countries. I was eventually promoted to the role of my dreams, the Workflow Manager of my team.

COURSES

Pre-Programming:

Everything you need to know before you code

- Udemy

Sass Fundamentals

- Frontend Masters

Responsive Web Design Fundamentals

- Udacity

SKILLS

JavaScript

HTML

CSS

React.js

Node

Express.js

MongoDB

jQuery

Next.js

Bootstrap

Tailwind

Sass

EXPERIENCE CONTINUED

In this role my focus was to help drive business operations forward by effectively managing the Lifestyle Managers' workload. It required me to make full use of team expertise in the most efficient manner possible. In working closely with Lifestyle and Team Managers, I had to continuously monitor job handling to ensure member's requests are being handled in a timely manner. Through gathering information and feedback, I helped to improve and develop the allocation process, ultimately improving overall team performance.

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KEY RESPONSIBILITIES:

- ensuring that all customer requests have clear ownership, both for research/booking, and for communicating to the user.
- efficiently managing the workload within the teams, ensuring all requests are allocated in order to allow Lifestyle Managers sufficient time to deliver a high quality response.
- tracking each Lifestyle Manager's current workload as to have a thorough understanding of capacity for additional user requests.
- knowledgeable in regards to each individual Lifestyle Manager's expertise and skill sets.
- Staying on top of user trends and working together with them to find ways to improve response times and quality of responses to our customers.
- Contribute daily to the efficient running of the business through the Daily Workflow Manager Pulse meetings.
- Handling sensitive user requests and managing complaints.
- Highlight any training needs, challenging behavior, or outstanding work noticed during the allocation process.

THANK YOU

EXPERIENCE CONTINUED

- Workload management reviews; coaching Lifestyle Managers to manage deadlines; and lead of overall team efficiency.
- Working closely with the EMEA Lead Planner to ensure regular rota reviews, identifying staffing gaps and putting the necessary business continuity action plans in place to mitigate against identified risks.

2016

Operation Analyst

In Residence

As Operations Analyst I have the role to maintain and improve the luxury villas that we manage on behalf of our clients. This includes regular property inspections, renovations, preventative maintenance and constant improvements on some of the most exclusive and luxurious properties on the African continent.

2011 - 2014

Department Manager

RentalsDotCom / Rentproperty

I managed all maintenance and ingoing/outgoing inspections of 350 residential properties. This position requires high level customer service as I dealt with 350 tenants, 350 landlords and multiple contractors on a regular basis.

KEY RESPONSIBILITIES:

- Manage day to day maintenance of 350 properties.
- Managing a team of inspectors to carry out property inspections.
- Compile maintenance reports. Discuss with and advise landlords.
- Working closely with contractors, building relationships, ensuring high quality work.
- Finding and constructing quotes within budget
- Manage large maintenance projects from start to finish.
- Authorising payments.
- Tenant damage deposit reconciliations.
- Putting processes in place for maximum efficiency.
- Assist with training of new staff in all areas of property management.
- Providing feedback to help improve the rental management system for my department.