

# Ryan Jonah

## Software Developer

*With a lifelong passion for technology and years of experience assisting customers through a myriad of different issues, this dedicated problem solver is willing to face every new prospect with an adamant determination towards finding solutions.*

### EXPERIENCE

#### Freelance, Moncton, NB— Software Developer

September 2021 - Present

- I am currently building a website for Whispering Willow; a wedding venue located in south-eastern New Brunswick.

#### Cloud5, Minto, NB— Customer Service Representative

January 2017 - August 2020

January 2014 - February 2015

- Selling, creating, and canceling hotel reservations across multiple accounts covering hundreds of properties internationally.
- Helping customers resolve issues via phone and email by way of information gathering, internal systems processing, reviewing hotel and company policies, and consulting hotel staff directly.
- Assisting customers with billing inquiries while following Payment Card Industry (PCI) compliance.
- Assisting other call center representatives through escalation calls while fulfilling the rotational role of shift supervisor.
- Assisting customers through the navigation of various hotel websites.
- Assisting other call center representatives in troubleshooting technical issues.

### EDUCATION

#### NBCC, Moncton, NB— Web and Mobile Application Development

September 2020 - June 2021

#### Coder Foundry, Kernersville, NC— Coding Bootcamp

June 2021 - September 2021

Gagetown,  
New Brunswick

(506) 327-5298

[ryan\\_c\\_jonah@yahoo.ca](mailto:ryan_c_jonah@yahoo.ca)

### Portfolio

[LinkedIn](#)

[Github](#)

### SKILLS

C#

ASP.NET

Entity Framework

HTML

CSS

Javascript

Bootstrap

React

Git

Python

LINQ

MS SQL Server

Windows OS

Linux OS

Bash

Customer Service

Sales

### LANGUAGES

English

### Hobbies

Technology, fitness,  
writing, philosophy,  
science, history, music,  
cooking, video games