

# Ryan Kendrick Web Developer

📍 Wellington Central

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🐙 <https://github.com/Ryan-Kendrick>

🇳🇿 NZ Citizen

## Profile

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At Concentrix, I established a track record of providing world-class customer service and turned bitter detractors into promoters. What I really liked about it, though, was spending every spare moment between calls digging into resources to grow my technical knowledge to provide better technical support. When I left, I looked at what an even more technical career might look like as I explored hardware and cybersecurity. It was when I began helping out with the websites of a think-tank at Victoria University on a contract basis that I found what I was looking for. I was so fascinated by the work of my predecessor that I began taking coding courses. When I finally managed to clone down the website to start experimenting with my own code, it dawned on me that I had found what I was looking for. Dev Academy seemed like natural progression. It helped me immensely in sharpening my technical skills in work-like environments through daily pair programming sessions and weekly group projects. The course also invited me to reflect on my strengths and weaknesses, and continue doing so to be a good team member. This process of upskilling and orienting my career towards progressively more technical pursuits has been a blast, and I am looking to continue that journey.

## Professional Experience

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01/2023 – 05/2023  
Wellington Campus

### **New Zealand Certificate in Applied Software Development**, *Dev Academy Aotearoa*

- Intensive coding bootcamp focused on Agile full-stack web development and human-skills
- Demonstrating the ability to work in teams and be reflective through weekly project design and delivery challenges
- Understanding accessibility principles and correcting issues with the WAVE plugin
- Technical competencies include Typescript, React.js, Tailwind CSS, Databases with SQLite and Knex, REST APIs, and testing with Jest

10/2021 – 11/2022

### **Inward Goods Assistant (full-time)**, *New World Thorndon*

- Building and maintaining healthy business relationships in receiving deliveries and scanning goods into inventory
- Sending goods to the appropriate departments and ensuring correct handling of unstable and hazardous goods
- Demonstrating keen attention to detail by identifying and reporting delivery discrepancies
- Acting as a role model in training new and temporary staff members
- Storing goods strategically to handle unexpected arrivals in an orderly manner
- Managing conflicting priorities while demonstrating good judgement

2020 – 01/2023	<b>Web Developer (casual), <i>Economic and Social Research Aotearoa</i></b> <ul style="list-style-type: none"> <li>• Keeping the organisation's websites up to date through WordPress, Squarespace and Mailchimp</li> <li>• Acting as the general go-to technical person advising the organisation on future content, upgrades and website rebuild options</li> <li>• Investigating emergent issues such as SSL certificate errors and long load times</li> </ul>
07/2018 – 02/2019	<b>Technical Support (full-time), <i>Concentrix</i></b> <ul style="list-style-type: none"> <li>• Providing technical support for the hardware and software of one of the largest tech companies in the world</li> <li>• Learning every day about new devices, new services, and staying up to date with emerging issues</li> <li>• Addressing customer needs with empathy by identifying what their personality type needs out of the interaction</li> <li>• Coordinating with other departments across the globe to resolve cases</li> <li>• Coaching new hires through their first calls</li> <li>• Maintaining Key Performance Indicators including 95%+ customer satisfaction</li> </ul>
03/2018 – 04/2018	<b>Environmental Technical Officer (work experience), <i>Wellington City Council</i></b> <ul style="list-style-type: none"> <li>• Processing claims of illegal dumping and sending applicable infringement warning emails and letters</li> <li>• Assessing evidence and investigating whether a business or person is responsible for illegal dumping</li> <li>• Recording evidence and correspondence with concerned parties in spreadsheets and City Council data repositories</li> <li>• Scanning and uploading dog registrations and verifying the integrity of dog and dog owner information in the database</li> <li>• Organising dog registrations held in City Records by reference number</li> <li>• Updating a spreadsheet, locating and packing building consents into boxes to be shipped to City Archives</li> </ul>
01/2018 – 02/2018	<b>Reception, Digital Assistant (work experience), <i>Ministry of Social Development</i></b> <ul style="list-style-type: none"> <li>• Warmly greeting clients and checking in appointments</li> <li>• Escorting clients to their case managers as they become available</li> <li>• Walking clients through the intimidating process of online benefit applications to ensure they receive the support they are entitled to</li> <li>• Building rapport with clients and assisting case managers to defuse tense situations</li> </ul>

## Education

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01/2023 – 05/2023	<b>New Zealand Certificate in Applied Software Development, <i>Dev Academy Aotearoa</i></b>
2014 – 2017	<b>Bachelor of Arts, <i>Victoria University of Wellington</i></b> Majoring in Cultural Anthropology, Development Studies, and Sociology
2012 – 2012	<b>Certificate in Foundation Education (Social Science), <i>Whitireia Polytechnic</i></b> Level 4

## References

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Available upon request