

Ryan Welch

Education

Bachelor of Arts, Digital Technology and Culture, 2014

Washington State University, Vancouver WA

Experience

Front End / Technical Support, Dealer Spike LLC. — 2016 to Present

- Technical support for clients of the Dealer Spike Platform, tools and services. A heavy reliance on front end technologies is used to debug issues and write code from legacy platforms and developers.
- We work with clients directly to make changes to websites, resolve issues, add and change existing features. Consulting with clients on the best methods for achieving their goals.
- A heavy amount of client requests require out-of-the-box thinking, and leveraging existing platform features for creative solutions.
- Other custom work includes creating images with photoshop. Focus on cross browser compatibility and accessibility best practices.

Client Services Support Specialist, ON24 INC. — 2015 to 2016

- Assisted with the setup, execution and coordination of webcasts and virtual events.
- Set up registration pages, emails, surveys, archives and other event elements.
- Worked with clients in conference calls to initiate sound checks, other procedures and to help with any support issues.

Technical Skills

- Javascript, CSS, HTML, LESS, Sass
- React, Node, Git, Python, PHP, SQL
- Photoshop, UI/UX, Responsive Design