RYAN WELCH

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8325 SW Mohawk St. #71
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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. Working directly with clients via email and phone, making changes to their sites, resolving issues, and adding custom features and content. We consult with them on the best methods for achieving their goals. A heavy reliance is on understanding front end languages to debug issues from legacy platforms and developers. A large amount of client requests require out-of-the-box thinking, sometimes leveraging existing platform features for creative solutions. Other custom work includes creating or editing images with photoshop. Additional focus on cross browser compatibility, accessibility and 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 a range of groups sizes in conference calls to initiate sound checks, preform other procedures and help with any support issues.

Skills

- Writing standards and cross-browser-compliant HTML, CSS, Javascript

- LESS/SASS, ES6, jQuery, UI/UX, SEO, Responsive Design, Photoshop

- Experience with: Python, MVC, Reactjs, Nodejs, Git, Command Line, PHP, SQL

Profile

I'm excited by web technology and I love learning new things. I'm an independent and motivated person with a proven ability to communicate and collaborate effectively with other designers and developers. I'm excellent at problem solving and troubleshooting. I've worked with clients directly, solving their technical issues and feature requests by understanding what they want even if they aren't sure and making that happen within the bounds of the platform. I love front end technologies and building great things. In my current position I really enjoy being able to solve problems and delight people by building custom features and content. I'm looking forward to the future of the web.