

Ryan A. Grogan

5539 Pershing Ave., Apt 416, Saint Louis, MO 63112

Cell: 360-265-9883

E-Mail: ryan.grogan416@icloud.com

OBJECTIVE

To obtain a position using my strengths in team building and communication. I operate with confidence and discretion. A great multi-tasker who brings a powerful skill set together to consistently deliver successful projects. Enjoys the challenge of learning new skills and adding to a strong proficiency in Word, Excel, and Outlook.

WORK EXPERIENCE

Blood and Sand

1500 St. Charles St., Saint Louis, Missouri 63103

January 2022 to March 2023

Hours per week: 45

Server

Duties, Accomplishments and Related Skills:

- Enhancing customer experiences and building base loyalty
- Mediating conflicts by taking on mid-level and senior responsibilities to fulfill needs of the company and ensure smooth flow of operations
- Consistently surpassing company goals by expanding profit via strategic promotion of seasonal events and memberships to customers
- Maintaining business relationship strategies
- Consistently leverage persuasive communication skills to become top sales performer
- Fast adaptation to cyclical menu changes, demonstrating a high level of expertise when tasked with customer facing duties
- Deliver legendary customer service to all customers
- Discovers and responds to customer needs
- Develops positive relationships with team members by understanding and addressing individual needs and concerns
- Maintains regular and consistent attendance and punctuality

Supervisor: John Howard, +1(402) 306-7973

Okay to contact this Supervisor: Yes

Quiora

383 Kalaimoku St., Honolulu, Hawaii 96815

March 2021 to November 2021

Hours per week: 40

Server

Duties, Accomplishments and Related Skills:

- Dedicated team member
- Excellent team player
- Recognized by General Manager for infectious work ethic and motivation
- Provided exemplary customer service
- Maintained a positive attitude and calm demeanor throughout dinner service
- Communicated and organized proper dinner service to guests
- Maintains regular and consistent attendance and punctuality

Supervisor: Mindy Farmerie, (414) 467-6919
Okay to contact this Supervisor: Yes

Ice Monster

2255 Kūhiō Ave., Honolulu, Hawaii 96816

November 2020 to March 2021

Hours per week: 40

Ice Associate

Duties, Accomplishments and Related Skills:

- Successfully anticipated customer and store needs by constantly evaluating environment and customers for cues
- Assisted with new employee training by positively reinforcing successful performance and giving respectful and encouraging coaching as needed
- Follows all cash management and cash register policies and ensures proper cash management practices are followed
- Maintains regular and consistent attendance and punctuality

Supervisor: Julie Chan, (808) 356-2650

Okay to contact this Supervisor: Yes

Silver City Brewery Taproom

206 Katty Penman, Bremerton, Washington 98312

July 2020 to November 2020

Hours per week: 40

Packaging Assistant

Duties, Accomplishments and Related Skills:

- Cleaning and stacking kegs
- Assisted in packaging operations
- Assisted in canning operations
- Excellent team player
- Maintains regular and consistent attendance and punctuality

Supervisor: Daniel Deardof, (314) 369-9411

Okay to contact this Supervisor: Yes

Barnes Jewish Hospital

4291 Parkview Pl, St. Louis, MO 63110

August 2023 to present

Hours per week: 40

Patient Access Representative

Duties, Accomplishments and Related Skills:

- Checking patients in and out when they arrive for medical appointments
- Answering the phone to address patient inquiries and scheduling appointments
- HIPAA Compliance training complete for management of sensitive patient information
- Communicating information and important details to other medical care staff
- Contacting insurance companies regarding coverage, preapprovals billing, and other issues

- Processing payments from patients and handling billing issues between patients and insurance companies
- Managing various types of paperwork and other clerical duties

Supervisor: Megan Casali,
 Okay to contact this Supervisor: Yes

EDUCATION

Central Washington University

June 2020 to August 2021, Virtual due to COVID-19

September 2017 to September 2019, Ellensburg, Washington

- Bachelor of Arts in Japanese language and mathematics minor
- Provided international tutoring for Chinese and Japanese students in English, mathematics, and general topics
- Generated various 3D model simulations using technical coding skills and testing for functionality
- Gained knowledge and confidence in use of major software development programs
- Collaborated in group projects to review code and executed programming schematics
- Developed international relationships with native Japanese students to improve conversational skills and fluidity of language
- Translated text projects and delivered reports fully in Japanese with attention to syntax

University of Washington

September 2019 to June 2020, Tacoma, Washington

- Project manager and leader for multiple projects working with complex coding systems and algorithms
- Relevant courses: Calculus II & III, Physics I & II, Electrical Circuits, Linear Algebra
- Provided international tutoring for Chinese and Japanese students, including newly developed engineering skills in lessons
- Acquired basics of engineering with exposure to multisystemic programs and hardware descriptive language
- Gained experience with data analysis and statistical methods

Codecademy Full-Stack Engineer Certification courses

September 2016 to present, Online

- Basics of web development using JavaScript, HTML and CSS
- Version control projects utilizing GitHub
- High pace learning and integration into scheduled projects
-

SKILLS

- Customer service minded
- Attention to detail
- Motivated
- Positive attitude
- Excellent listener
- Technical: HTML, CSS, Java, Python, Microsoft Office, Web Developer
- Blender 3D animation
- Bilingual: Japanese
- Task management oriented
- Team oriented

- Excel in analyzing work systems for maximum efficiency
- Work independently without oversight
- Effective two-way communications
- Demonstrate valuable insight
- Adaptable to fast paced environments
- Carries out responsibilities to successful solution
- Creative

REFERENCES

John Howard
Blood & Sand
Floor Manager
(402) 306-7973
jhoward9394@gmail.com

Akane Shirata
Central Washington University
Professor
akane.shirata@cwu.edu

Anna Ma
National Oceanic and Atmospheric Administration
Contract Specialist
(360) 551-3713
anna.ma@noaa.gov

Aaliyah Sevier
SLU Medical School
Doctor of medicine
(314) 662-6840
aaliyah.sevier@health.slu.edu

Megan Casali
BJC Healthcare
Patient Access Supervisor
megan.casali@bjc.org