

# RANDAL BAUMER

IT SUPPORT • USER-CENTRIC • TROUBLESHOOTING • TEAM LEADERSHIP

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## PROFILE

A resourceful focused, and ambitious, IT Software Developer with hands-on experience in self-directed positions requiring effective client relationships, innate curiosity, and a desire to learn and teach in a startup environment — Expertise in crafting elegant code that replicates intended feature designs— Excel at resolving clients' challenges with innovative customer needs assessment skills, systems and process improvements that increase efficiency, customer satisfaction and the bottom line result. Dedicated and detail-oriented with outstanding written, oral, and interpersonal communications skills in English. Complimented with passion for the bitcoin/cryptocurrency world and motivation to build beautiful, refined, and intuitive products.

## EDUCATION

University of Toronto School of  
Continuing Studies  
February 2022  
Certificate for Web Development Boot-  
Camp

## COMPLETED PROJECT

### Project Poseidon | Online marketplace

- Successful in the overall management of an online marketplace with a built-in messaging system where buyers and sellers can communicate with each other
- Utilized Backend technologies: Sequelize, Express and ode.js to create REST calls
- Demonstrated expertise in Frontend technologies: Handlebars.js
- [github.com/Qcent/project-poseidon](https://github.com/Qcent/project-poseidon)

### Rug-Pull Decentralized Crypto-Exchange | Blockchain Developer Bootcamp

- Worked effectively with company website to boost crypto-exchange knowledge; convert ETH into RUG
- [github.com/baumerr/rug-dex](https://github.com/baumerr/rug-dex)

## PROFESSIONAL EXPERIENCE

YOUTUBE, TORONTO, ONTARIO

### Content Creator

April 2020 - Present

- Grew YouTube channel to over 1600 subscribers in an oversaturated niche
- Conducted keyword research and used SEO guidelines to optimize content.
- Worked in a high-pressure environment while producing a high volume of work that promoted discussion.

## SKILLS

HTML, CSS, Javascript  
Communicate Effectively  
jQuery, Node.js, Express  
Bootstrap, MySQL / MongoDB  
Strong Customer Support  
Team Leadership  
Relationship Management

Analytical and problem solving  
React, REST / GraphQL  
Flexibility  
Solidity, Truffle  
Planning & Organization  
Technical Savvy  
Team Management

## SELECTED HIGHLIGHTS

- Skilled problem identifier and troubleshooter — comfortable at managing systems, projects and teams in a range of IT and user-centric environments.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues, and win customer loyalty.
- Proactive self-starter known to initiate process and system improvements to increase system stability and staff productivity.
- Clear, concise communicator, able to communicate and break down highly complex technical information into simple, feasible solutions.
- Consistently earning recognition from management, peers, and customers for outstanding achievements in customer service and commitment to top-flight quality.