

# RONARD Y LUNA GERMAN

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(617) 823-1090

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Multifaceted self-motivated professional who is an excellent listener. Critical thinker and seeker of continual efficiency, both at the micro and macro level. Skilled in on demand competencies ranging from communication/writing skills, to natural languages, and programming languages. Exceptional people skills. Skilled in Spanish, English, and German.

- Excellent Communication Skills
- Problem Solving
- Ability to Work Under Pressure
- Budget Management
- Team Leadership
- Self-Motivation

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## PROFESSIONAL EXPERIENCE

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Contractor - Smithsonian Institution (Office of the Chief Information Officer) Washington, DC

**Technical Writer** July 2020 - Present

- Documented and revised technical documentation on procedures and software
- Migrated documentation between databases
- Coordinated meetings with SMEs to agree on documentation while working remotely

Sleep Number (Engineering Department) Salt Lake City, UT

**Technical Writer** September 2018 – December 2019

- Documented and revised software and hardware technical documentation – some under intense pressure
- Edited, proofread, and documented over 40 Work Instructions using Dozuki CMS
- Standardized company procedures using Standard Works
- Expressed several ideas graphically to non-native English-speaking operators, English-speaking operators, and senior management (using sketches, graphs, and 3D models)

National Association for Family Childcare (Membership Department) Salt Lake City, UT

**Bilingual Program Coordinator.** May 2018 – September 2018

- Stopped three-year membership decrease and increased membership by 2% in first 3 months
- Created landing page and over five successful Facebook-sponsored posts
- Provided outstanding customer service to both current and potential clients – English and Spanish
- Copy wrote and edited several company-published documents – English and Spanish
- Developed JOIN process, forms, reports and many other features using “Sales Force”
- Oversaw technology at NAFCC’s 2018 national conference

Utah State University, Logan, UT (Housing Division and On-Campus Dining Hall, The Junction), Logan, UT

**Resident Assistant & Event Coordinator.** August 2014 – May 2018

- Provided interpersonal advising and leadership for a residence hall of 57 coed college students with an 81% approval rating from residents
- Coordinated several “Open Mic Night” events for The Junction, on campus dining hall, increasing attendance by 30%
- Allocated finances for various educational, social, and academic programs saving 35% of the \$550 semester budget while earning a 81% approval rating of programs
- Developed a working relationship for housing with facilities, janitorial, and dining departments

- Served as support mechanism for various students struggling with mental health

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## TEACHING EXPERIENCE

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English substitute teacher at Escuela Basica La Pichinga in Nagua, Dominican Republic - 2009

Various lectures in both lower and upper division English classes, - 2014 - 2018

Created various lesson plans (including one implemented in “Centro De La Familia” in Logan, UT) – 2017

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## NATURAL LANGUAGES

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**Spanish: Native Language** - Spoken (fluent), Written (fluent), Read (fluent)

**English:** Spoken (fluent), Written (fluent), Read (fluent)

**German:** Spoken (advanced), Written (advanced), Read (advanced).

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## TECHNICAL PROFICIENCIES

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|---------------|--|
| ▪ HTML & CSS  | ▪ Python   |
| - Bootstrap   | ▪ Databases  |
| - Material-UI | - SQL (linear)   |
| ▪ JavaScript  | - MongoDB (non-linear)   |
| ▪ React       | ▪ Microsoft office Suite (Word, Power Point, Excel, and Outlook) |
| ▪ Node.js     |  |

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## EDUCATIONAL BACKGROUND

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Utah State University – CHaSS

**Bachelor of Arts, English Major** – Teaching Emphasis; *Minor in German Teaching*

Logan, UT

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## FURTHER EDUCATION

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Rice University

**Fundamentals of Computing**

Coursera, Online

- An Introduction to Interactive Programming in Python (Part 1) – October 2020 – PKR3GUNRDR3U  
<https://www.coursera.org/account/accomplishments/certificate/PKR3GUNRDR3U>
- An Introduction to Interactive Programming in Python (Part 2) – November 2020 – 8M36FHFYEA3A  
<https://www.coursera.org/account/accomplishments/certificate/8M36FHFYEA3A>
- Principles of Computing (Part 1) - Present

University of California San Diego  
National Research University Higher School of Economics  
**Data Structures and Algorithms Specialization**

Coursera, Online

- Algorithmic Toolbox - September 2020 - 87STUAD2E4PT  
<https://www.coursera.org/account/accomplishments/certificate/87STUAD2E4PT>
- Data Structures – September 2020 - H55CWVSP3C2H  
<https://www.coursera.org/account/accomplishments/certificate/H55CWVSP3C2H>

## Google

Coursera, Online

- IT Security: Defense Against the Dark Arts  
<https://www.coursera.org/account/accomplishments/certificate/XR9QNM53XZRG>

**German level 1** (Colon institute, Hamburg, Germany)

Hamburg, DE

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### ONLINE PRECENSE

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LinkedIn - <https://www.linkedin.com/in/ronard-luna-99a324138/>

Github - <https://github.com/rlgerman25>