

# Ryan Harmon

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Self-driven, highly motivated Programmer with excellent problem solving and interpersonal skills. A well-rounded forward thinker with coding experience in multiple languages, web application development, mentoring, and training. An eager learner who is always willing to sharpen and advance skill sets. Adapts to and embraces change with a positive big picture mindset.

## Skills Summary

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- 1 year of experience in object-oriented programming with Java, C# and some familiarity with Python.
- 1 year of experience in web development using JavaScript, HTML, Node.JS, CSS, SASS, Bootstrap and JSON.
- 1 year of experience in database programming with SQL.
- Hands-on experience with MVC (Model View Controller) architecture using .NET Core framework.
- Hands-on experience creating full-stack applications.
- Hands-on experience in multiple IDEs including Visual Studio Code, Visual Studio, IntelliJ IDEA, IDLE.
- Experience working under Agile and Waterfall methodologies.
- Experience in Cryptography with Java (AES, RSA).
- Experience using GIT.
- 3 years of experience in developing and running test cases for end-user system testing efforts.
- 3 years of experience working in a help desk environment to assist end-users in troubleshooting.
- 8 years of experience in Customer Service in both face-to-face and call center environments.
- 5 years of experience resolving both customer and associate-involving escalated issues.
- 3 years of experience training and onboarding new associates as well as developing tenured ones.

## Education

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### **Edge Tech Academy** | Arlington, TX

Accredited Full Stack Developer Program

Currently Enrolled

GPA: 4.0

*Courses completed: JavaScript, SQL, HTML, CSS, Java, C#, Node.JS*

Capstone Projects: Personal Resume Website, Encryption Program using AES, Full Stack MVC Web Application complete with SQL database.

### **Tarrant County College** | Fort Worth, TX

Associates Degree, Liberal Arts | Graduated May 2017

GPA: 3.0

*Received Dean's list recognition two semesters in a row.*

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## Career Summary

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### **Pier 1 Imports** | Fort Worth, TX

November 2014 – Present

*National retail chain of imported goods from around the world.*

#### **Senior Customer Relations Trainer**

The Senior Customer Relations Trainer is responsible for training, onboarding, and developing new and tenured associates alike for the call center at the home office. This includes creation of training documents and learning aides, facilitating training classes, and researching trends in the department to identify areas of improvement. Additional tasks assigned including equipment management, help desk troubleshooting, and system testing due to expertise in those fields.

- Promoted three times within first year of being with company. Went from seasonal associate to permanent, then to Senior Associate and finally to Trainer.
- 6-time recipient of Associate of the Month and Associate of the Quarter.
- Named lead system tester for all end-user system testing efforts after volunteering to test a new system and showing expertise.
- Held personal customer satisfaction rating of 100% while on phones in 2014-2015.
- Promoted to Interim Supervisor and served during the spring and early summer of 2018. Chosen due to expertise and patience in handling difficult and sensitive situations.
- Saved department from overspending by overhauling and developing new equipment management processes.
- Trained over 100 associates to work in remote positions to boost department productively while reducing cost.

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### **All in Good Taste Catering** | Fort Worth, TX

August 2012 – August 2014

*Catering for professional and private events.*

#### **General Staff**

Originally hired as event staff; asked to join regular staff shortly thereafter. Responsible for management and cleaning of all equipment, daily and weekly deliveries, shopping for product, loading and unloading vehicles for events, event leading, bartending, prep cook work, and dish washing.

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### **BJ's Restaurant and Brewhouse** | Fort Worth, TX

October 2011 – August 2012

*National chain of restaurants famous for their craft beer.*

#### **Service Assistant**

Responsible for bussing/cleaning tables, bar backing, and ensuring cleanliness of dining and kitchen areas to promote a healthy and enjoyable dining experience. Asked to serve as trainer for newly hired Service Assistants.