



IAN D. RAGAN

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OBJECTIVE

Administrative support professional offering versatile office management skills. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

EXPERIENCE

Bluewater Yachting

2018-Present **Senior Academic Coordinator**

- Create an efficient and cost-effective course schedule based on student demand, room availability, instructor availability, and etc.
- Send out a weekly schedule to all employees and vendors for the upcoming week.
- Monitor all enrollment and course addition requests and pivot schedule if needed.
- Coordinate with in-house admin and governing vendors to acquire all exam documentation needed for upcoming exams.
- Administer and grade all in-office examinations.
- Fix all IT/AV issues that arise in the school.
- Coordinate with the CAO and COO once a week to discuss any course criteria changes and new marketing strategies.
- Update the website of any price changes, new prerequisites and dates.
- Monitor the website and submit any bug or corrections needed to the Europe office.

VocabularySpellingCity.com

2017-2018 **Customer Technical Support**

- Communicate effectively with clients via phone, email, and chat.
- Have a full working knowledge of application across mobile devices and browsers.
- Thoroughly test all updates and patches to the various games and layouts.
- Provide full circle onboarding for new clients. (e.g taking payment, setting up account and giving a full walkthrough)
- Create and manage any ongoing tickets created for reported bugs.
- Attend various school outreach gathering to help student engage.
- Quarterly check and prioritize all feedback received in order to push need features to dev team.
- Work with dev team directly when a high priority bug arises to for a large account asset.

Phlebotech

2016-2017

Senior Recruiter and Accounts Receivable

- Arrive early to open the office lock up at close of business.
- Recruit and onboard medical personnel from all states for various types of collections.
- Maintain a great rapport with clients by updating them on statuses of collections.
- Compile and audit time sheets submitted by technicians.
- Create weekly invoices for clients and maintaining an accurate book.
- Ship and track needed medical equipment.
- Assist all office personnel in daily tasks and duties.

Single Form

2013-2016

VP of Support

- Test the functionality of all new fields and modules.
- Help in the design process of the software modules.
- Create an interactive instruction manual for new users.
- Head up the customer service department.
- Act as a bridge between customer support and IT.
- Manually create all new forms into software database
- Walk new customers through the setup process.
- Discuss all updates and changes with company VP's.

COMPUTER SKILLS

QuickBooks, MS Office, Photoshop, HTML, CSS, SASS, JavaScript, React

EDUCATION AND ACCOMPLISHMENTS

University of North Texas: 2012-2013

United States Army: 2008-2011

Dr. John Horn High School: Graduated 2005.

References Upon Request
