Justin Ray
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Professional Summary

Self-taught IT and software professional with experience in asset management, web development, automation, and customer support systems. Skilled in Python, web technologies, and IT operations, with a proven track record of streamlining workflows, building client-facing solutions, and managing technology resources.

Technical Skills

Languages/Tools: Python, SQL, JavaScript, HTML, CSS, Ruby, Bash, Dart
Frameworks/Libraries: Flask, Bootstrap, Flutter
Tools/Platforms: Git, Excel VBA/Macros, Zendesk, Samanage, Upwork Ticketing, Qlik Reporting
Systems: Windows, Linux, macOS
Other: IT asset management, Command line, SaaS platforms

Professional Experience

Compassus – Brentwood, TN
IT Shipping & Receiving Specialist | 2025 – Present
- Managed intake, tracking, and lifecycle of IT assets (desktops, laptops, tablets, mobile devices) in Samange.
- Performed factory resets, coordinated recycling, and prepared devices for refurbishment and redistribution.
- Generated inventory reports in Excel and Samanage, supporting IT decision-making.
- Streamlined shipping, receiving, inventory, and logistics workflows.

Freelance Development Services
Web dev, Sound Tech, Music Instructor | 2023 - Present
- Designed and deployed 5+ responsive websites (1-5 pages each) using HTML, CSS, JavaScript, Bootstrap, Flask.
- Delivered client-ready solutions, balancing technical execution with clear communication.
- Managed project lifecycle from requirements gathering through deployment and support.

Ingram Content Group – La Vergne, TN
Lead Customer Care Specialist & Business Operations | Oct 2018 – Oct 2022
- Managed multiple publisher accounts; resolved compliance, logistics, and data issues.
- Developed Excel and Zendesk Macros and Python scripts to automate repetitive workflows.
- Helped implement Zendesk for the team, created macros and trained colleagues.
- Acted as a knowledge expert, liaising with sales, operations, and IT teams.

Additional Experience
Facilities Specialist – Belle Aire Baptist Church | 2015 – 2018, Oct 2022 – 2025
Freelance Sound Technician & Music Teacher | 2005 - 2015

Education & Certifications
Associate of Arts (AA) – Broward College, 2008
Certificates/Training - IT Help Desk Professional (Udemy) Codecademy: Python 3, SQL, JavaScript, HTML/CSS, Ruby, Excel VBA

Additional Achievements
- Eagle Scout (Bronze Palm), 2007
- 1st Degree Black Belt (Choong-Sil Taekwondo), 2023
- 1st Degree Black Belt (Stevens Family Krav Maga), 2023