RYAN GRAHAM

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Education:	**UNIVERSITY OF WISCONSIN-STEVENS POINT**	Stevens Point, WI

Bachelor of Science, May 2016
Majored in Web & Digital Media Development with a Minor in Computer
Information Systems

Experience: 2017-2017	**RR Donnelley** **Content Editor III**	Menasha, WI

- Manage the work queue using Jira by analyzing and assigning tickets to the appropriate team member
- Test solutions in a web based application by creating test cases and scenarios based on QA analysis provided by team members
- Follow Agile development methodologies to further team collaboration by participating in daily standups and bi-weekly retrospectives
- Utilize a web based application and HTML to apply logical condition statements and styling to document content according to client requests

2014-2016	**UNIVERSITY OF WISCONSIN-STEVENS POINT** **TEC:hub Administrative Support**	Stevens Point, WI

- Created documentation to help students learn how to use ePortfolio in Desire2Learn
- Provided assistance for faculty in-person and over-the-phone, with topics ranging from use of learning computer software, such as Microsoft PowerPoint, to utilization of Desire2Learn
- Designed templates for Desire2Learn using Adobe Photoshop; Templates were implemented for faculty use

2012-2015	**GAMING GENERATIONS** **Sales Associate**	Wausau, WI

- Led a team to coordinate tournaments and events as well as set up equipment for a yearly convention with over 1,000 in attendance; Money raised from the event went towards the school hosting the event
- Trained five employees on how to operate the storefront on a daily basis
- Independently assisted customers in-person and over-the-phone with diagnosing problems with their consoles, controllers, and games

Skills:
- Technical Skills: HTML5, CSS3, JavaScript, JQuery, AngularJS, Jira, Test Plans & Cases, Documentation, Adobe Creative Suite, Microsoft Office Suite