Ryan Freeman

Graduate Software Engineer

Graduate software engineer with a passion for developing robust and scalable cloud-native web applications, working across the full-stack in a continuous integration environment.

PROJECTS

Intellagent

- Thesis project which examined the practical applications of machine learning for business process optimisation.

- Built a full-stack help desk application which used machine learning to automatically triage incoming customer complaints from Twitter.

- Developed a custom text classification model using Jupyter Notebook and scikit-learn.

- Deployed the text classification model to Amazon Web Services as a serverless function using AWS Lambda and API Gateway.

- Developed a real-time messaging system using Twitter's REST API and Sockets.IO which allowed agents to exchange messages with customers.

- Developed an interactive dashboard UI using React and Tailwind CSS.

EXPERIENCE

Apple

Jun 2014 · Oct 2018

At Home Advisor

- Technical support for Apple customers in EMEA, AMR and JAPAC regions.

- Listened attentively to customers and recorded concise case notes using Apple's CRM software.

- Maintained composure and professionalism throughout my interactions with customers.

- Adapted to the customer, adjusting to their technical skill level and preferred way of communicating.

- Used PAIR to troubleshoot and resolve reasonably complex technical issues fast and efficiently.
- Took on extra responsibility as a subject matter expert and coached new hires on procedures and best practices.
- Upheld Apple's corporate business conduct and account security policies at all times.

EDUCATION

Institute of Art, Design and Technology

Sep 2017 · Apr 2021

BSc in Creative Computing

First Class Honours

LANGUAGES

- JavaScript
- PHP
- Python
- Java

TECHNOLOGIES

- React
- Tailwind CSS
- HTML/CSS
- Sass
- Node.js
- NoSQL/MySQL
- AWS
- Git