

Ritchie Campbell

<https://www.linkedin.com/in/ritchie-campbell-4895bb272/>

RCR1025@gmail.com ❖ (401) 649-6121 ❖ Warwick, RI (Willing to relocate)

Areas of Strength:

- Bachelor's in Computer Science from Rhode Island College
- CompTIA A+ Certified
- Customer Service – 9 years in customer service roles
- Software Development – Diverse portfolio on RitchieCampbell.net
- Team Leadership – Supervisor for the telecommunications answering service dept at Change Healthcare

EDUCATION

Rhode Island College

BA, Computer Science

Jan. 2023

Providence, RI

- Cum Laude Honors GPA: 3.4/4.0
- Spearheaded Hammock, a vacation rental website that hosted rental listings for vacationers. The site presents appropriate rental locations for users based on their detailed query
 - I worked on the front-end development for the project with HTML, CSS, and JavaScript. MySQL was used for the database and Node.js/Express for the API
 - Developed and integrated an easy-to-use interface with the help of Figma
 - Built with other students using Agile development
 - Video demonstration can be found on my website RitchieCampbell.net
- Designed a detailed database for an app where users log information on their workouts
 - Created using Microsoft SQL
 - Extensive normalization with ER and relational schema diagrams

Community College of Rhode Island

AS, Computer Science

Jul. 2018

Warwick, RI

WORK EXPERIENCE

New England in Touch Answering

Dispatcher

Sept. 2023 – Present

Warwick, RI

- Receive inbound calls for businesses and medical practices. Dispatch messages according to client protocol.
 - Answer for hundreds of medical practices, businesses, and properties throughout New England.
 - Work with towing companies dispatching calls overnight from police, motor clubs, clients.

Change Healthcare

Supervisor/Dispatcher

Aug. 2016 – Oct. 2022

Pawtucket, RI

- As a supervisor for the company's answering service department, I managed the workflow of my team, trained employees, and resolved issues with medical professionals and patients.
 - Worked with hundreds of medical offices throughout the New York area.
 - Provided support to various companies throughout the US including Cancer Treatment Centers of America, MetroPlus Insurance, RippleSafety, and Angels on Call.
- Dispatched messages and assisted patients of Dr. Oz.
- Saved lives dispatching emergency services for clients in trouble with RippleSafety.

Graduate of Rhode Island College in Computer Science with additional history of object-oriented programming through video game programming. Extensive experience with customer service. A+ Certified. History with leadership roles. Excellent communicator and works well with teams. Curious and driven to grow. The portfolio of my projects can be found on my website RitchieCampbell.net

TECHNICAL PROFICIENCIES

Expertise: Various high-level programming languages and environments (C++, C#, Java, Python, VSCode, etc.), front-end development tools (HTML, CSS, JavaScript, Git, Figma), Database management tools (MySQL, MSSQL, UML), and other tools of note (Microsoft Server, Unreal Engine 5).

Great rapport with other teammates, levelheaded in fast-paced work environments, detail oriented, malleable in new situations, bilingual (English Spanish).

Relevant Coursework

Analysis of Algorithms, Object-Oriented Design, Machine Learning, Data Structures, Analysis of Algorithms, C++/C#/Java Programming, HTML, Intro to Data Systems, Database Designer & Management, Discrete Structures using Python, Cybersecurity Principles

SOFTWARE DEVELOPMENT

Instances of You

Dec 2024

- Released on Itch.io, this is a 3D video game made in Unreal Engine 5. Features a detailed UI and interactable 3D environment that integrates the user's camera devices.
 - goodgreatfantastic.itch.io/instances-of-you

Hammock

Fall 2022

- Vacation rental website using HTML, CSS, and JavaScript for the front-end, Node.js/Express to construct an API, and MySQL for the database.
- Developed and integrated an easy-to-use interface with Figma.
- Built with a team using Agile development.

WorkoutEye Database

Spring 2022

- A database created with Microsoft SQL from an app where users record their workouts.
- Extensive normalization with ER and Relational Schema Diagrams and Queries.