

Ryan Evans

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Summary

Product Owner with leadership experience and strong technical background supporting a variety of cross-platform software applications. Professional certifications in Full Stack Web Development, Project Management, Agile Methodologies, Software QA Testing, and Microsoft Azure AI Fundamentals. I'm a creative thinker and problem solver with a passion for technology and entertainment.

Experience



Product Owner

MRI Software

Jul 2021 - Present (7 months +)

Responsible for developing user stories and packaging the features into product releases.

- Manage card break down, provide test case scenario input, and documentation approval.
- Assisting the Product Manager with developing the product roadmap and vision.
- Prioritizing enhancement requests and technical issues with product development team.
- Ensuring execution and delivery of solutions valued by the markets we serve.
- Effectively manage multiple strategic initiatives, work assignments and projects.



Customer Service Specialist

IMDb.com

Jul 2019 - Jun 2021 (2 years)

Acted quickly to diagnose and troubleshoot technical issues for IMDb's website and mobile apps under tight deadlines to meet 24-hour SLA.

- Collaborated with development team to file bug reports, resolve incoming tickets, and manage customer accounts.
- Contributed to self-help knowledge base and implemented new support procedures that reduced incoming contacts and ticket resolution times.
- Demonstrated ability to solve challenging technical issues and make data-driven decisions to improve customer satisfaction.
- Built fast and effective working relationships with team members of varying seniority, backgrounds and experience.



Sr. Product Technical Support Analyst

Cast & Crew

Apr 2017 - Jul 2019 (2 years 4 months)

Managed product implementation efforts for all early adopters of Studio+ (SaaS) software as a file management and collaboration tool for each phase of film and television production.

- Acted as liaison between product manager and engineering team to communicate relevant software updates, product enhancements, and implementation requests to support team.

- Provided on-site/remote training demonstrations for end-users and established department best practices and policies for support team to follow and communicate to end-users.
- Assisted with QA testing, bug reporting, submitting end-user feedback, enhancement requests, and tracked software updates/releases using Agile project management with Scrum in Jira.
- Managed relationships through effective communication and collaboration between multiple internal and external stakeholders



Sales Support Associate, Final Draft Inc.

Cast & Crew

Apr 2015 - Apr 2017 (2 years 1 month)

Responded to a high volume of incoming customer inquiries via phone, email, and live chat to drive sales and provide an excellent customer experience.

- Assisted with QA testing and software launch of two product releases: Final Draft 10 (2016) & Final Draft 11 (2018).
- Used Salesforce (CRM) to manage interactions with existing customers and identify new opportunities to increase sales.
- Performed in depth product demonstrations and sales presentations for industry professionals at screenwriting conferences and promotional events.
- Position required a strong attention to detail, exceptional service skills, and the ability to communicate effectively.

Education



The Ohio State University

Professional Certificate of Completion, Full Stack Web Development

2021 - 2021

The Ohio State University Full Stack Coding Bootcamp

College of Engineering and Department of Computer Science and Engineering (CSE). Languages: HTML5, CSS3, JavaScript ES6+,

Other Skills & Experience:

-Bootstrap, jQuery, Node.js, Express.js, React.js, MySQL, MongoDB, Git,
Progressive & Responsive Web Applications, APIs, JSON, AJAX, DOM, OOP, ORM, MVC, ODM
-Software Development Lifecycle (SDLC), Software QA Testing, Agile Project Management, Scrum, Kanban, Mobile First Approach, UX/UI Design, Pseudocode



University of Central Florida

Bachelor of Arts (B.A.), Communication and Media Studies

2007 - 2011

Studied the global reach of communication and media among the world's cultures. Explored ethical issues of journalism, advertising, law, and public relations.

Other Skills & Experience:

-Examined web design, information architecture, page layouts, and user research. Developed communication strategies that are responsive to cultural requirements of new media.
-Vice-President of the National Broadcasting Society's UCF chapter. Acted as Liaison for student affairs, responsible for maintaining a professional relationship between students and faculty at UCFTV.

Licenses & Certifications



Software Testing Bootcamp - Udemy

UC-4YR07X42



Project Management Professional (PMP) - PRINCE2.com

SIDL-6550166366299791360



Agile Master Training - Alison

3366-19827817



Microsoft Certified Azure AI Fundamentals - Microsoft

I119-4694

Skills

Leadership • Software QA Testing • Web Development • HTML5 • Sales • Technical Support • Customer Service • Video Production • Troubleshooting • Web Design