

Ryan Hawks

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WORK EXPERIENCE

Discover Financial Services

Riverwoods, IL

Card Call Center Software, Full-Stack Associate Application Engineer

August 2024 - Present

- Led development of a full-stack internal app using React for maintaining call center disclosure databases, reducing time and effort to create and insert new disclosures by 90%
- Improved and led team Agile ceremonies, including sprint reviews, reducing sprint velocity variance by over 200% and enhancing transparency between engineering and business teams
- Spoke in organization wide tech-talk on the process of getting an AWS certification and tips on how to study for it
- Presented live demos on how to create, edit, delete, and view call center disclosure data using the internal tool as well as where in the code base other teams should add their components in the future

Bank Call Center Software, Back-End Associate Application Engineer

August 2023 - August 2024

- Developed new Spring API endpoints for Discover's call center software, increasing data retrieval speeds by over 50%
- Modernized call center client software by integrating new APIs, reducing call handling times and improving efficiency
- Conducted testing using Postman and JUnit to ensure the reliability of new endpoints and client upgrades
- Identified and resolved critical production bugs to maintain system stability, impacting agents' ability to open new customer accounts

Billpay APIs, Business Technology Intern

June 2022 - August 2022

- Created and executed JUnit test suite to ensure full test coverage of Billpay API endpoints
- Delivered an end-of-summer presentation to the team and interns, covering tools and technologies learned during the internship, including Spring Boot, JUnit, and Postman

TECHNICAL SKILLS

Languages: Java, JavaScript, Python, C#, C++, C, Rust, Bash, HTML, CSS

Tools & Technologies: Spring, React, Node, Vite, SQL, AWS, Unix, Jenkins, Trident, OCP, Postman, Squish

Certifications: AWS Certified Cloud Practitioner

PROJECT HIGHLIGHTS

GQL

August 2022 - December 2022

- Worked with a team of six on a semester-long project implementing version control for databases using Rust for the database and backend, and JavaScript and React for the version control UI
- Presented and demonstrated features to classmates and Purdue faculty

VirtuCards

January 2021 - May 2021

- Worked with a team of six on a semester-long project developing a multiplayer virtual card game using Unity, C, Photon, and Google Firebase

EDUCATION

Purdue University

West Lafayette, IN

Bachelor of Science in Computer Science; GPA: 3.62

August 2019 - May 2023

- All-American Marching Band Section Leader: trained and selected final membership for Purdue's world-class marching band saxophone section
- Wind Ensemble Section Leader: led rehearsals for Purdue's premier concert ensemble saxophone quartet and organized performances