

# Ryan Hawks

Chicago, IL

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## WORK EXPERIENCE

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### Capital One (Formerly Discover)

Summer 2022; August 2023 - Present (2 yrs 7 mos)

#### Card Call Center Software, Full-Stack Software Engineer II

April 2025 - Present

- Integrated an AI chatbot into call center software, enabling agents to quickly find answers while assisting customers
- Developed a map verification tool using Google Maps API that allows agents to validate customer home addresses
- Improved shared inner-source UI components to enhance usability and accessibility across teams
- Built and maintained Playwright test infrastructure for team-owned components, replacing manual testing workflows

#### Card Call Center Software, Full-Stack Software Engineer I

August 2024 - April 2025

- Led development of a full-stack internal app in React to manage call center disclosure databases, reducing time and effort for creating, updating, and deleting 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 Software Engineer I

August 2023 - August 2024

- Developed new Spring REST API endpoints for Discover's bank call center software, increasing data retrieval speeds by over 50%
- Modernized call center client software by integrating new API endpoints, 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 achieving 100% test coverage for Billpay API endpoints
- Delivered an end-of-summer presentation to the team and other interns, covering tools and technologies learned during the internship, including Spring Boot, JUnit, and Postman

## TECHNICAL SKILLS

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

**Tools & Technologies:** Spring, React, Node, GraphQL, SQL, AWS, Unix, Jenkins, Playwright, OCP, Postman, Squish

## AWARDS AND CERTIFICATIONS

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**Stevie Award:** Team project Disclosure Playback for reading automated disclosures to customers, recognized as the 2024 Bronze Technical Innovation of the Year and Gold Technology Team of the Year

**Certifications:** AWS Certified Cloud Practitioner

## EDUCATION

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### 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