

Ryan Hawks

Chicago, IL

rhawks1234@gmail.com
309-696-3016
linkedin.com/in/ryanhawks34

WORK EXPERIENCE

Discover Financial Services

Riverwoods, IL

- **Action Shared Experience - Card Call Center Software**

Full-Stack Associate Application Engineer

August 2024 - Present

- Led development of a full-stack internal app for maintaining call center disclosure databases, reducing time and effort to create and insert new disclosures by 90%
- Improved and led team Agile ceremonies such as sprint reviews, creating improved transparency between engineering and business teams
- Presented knowledge transfer sessions to other teams on how to use the internal tool for improving team efficiency

- **Defenders of Atlas - Banking Call Center Software**

Back-End Associate Application Engineer

August 2023 - August 2024

- Developed new 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

- **Bank Deposit Falcons - Billpay APIs**

Business Technology Intern

June 2022 - August 2022

- Learned how to use JUnit and Postman to test industry-grade APIs
- Delivered end-of-summer presentation on everything learned during the internship to the entire team and other interns

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

West Lafayette, IN

Team Member

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

West Lafayette, IN

Team Member

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