Ryan Helm

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# Education

**University of Utah** | Salt Lake City, UT

**Web Development Bootcamp Certificate** | **2021**

* Full-Stack Web Development | MERN Stack
* Gained expertise developing with MongoDB, MySQL, React, Node, Express, JavaScript, HTML, and CSS.

**Salt Lake Community College** | Salt Lake City, UT

**Associates of Science in Computer Science** | **In Progress**

* Currently working through the Computer Science Program

# Technical Skills

**HTML CSS JavaScript**

**MongoDB Node MySQL**

**Git React Express**

# Experience

## 08/2021 – Present

### Technical Support Agent | Vivint | Lindon, UT

## 03/2016 – 06/2020

### Milieu Manager | Copper Hills Youth Center | South Jordan, UT

* Trained and Developed staff, many trained by me were promoted into supervisor roles. Supervisors that reported to me improved training methods and coaching.
* Created systems that increased documentation accuracy and speed that were implemented in other departments after results of my own department improved.
* Improved safety, communication, paperwork, and staff retention each quarter.

## 03/2012 – 03/2016

### Program Director | TKJ Inc. | Sandy, UT

* Improved inspection scores each month, improving the yearly average score from 70 points to 90. This was done by hiring and training new staff, then implementing my own system.
* Created system for completing documentation and got to the point where we did not miss any daily paperwork.