**Ryan Moscoe**

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**LinkedIn:** linkedin.com/in/ryan-moscoe-8652973 • **GitHub:** https://github.com/rmoscoe •

**Portfolio:** https://rmoscoe.github.io/my-portfolio

**SUMMARY**

**Junior software engineer with previous experience in talent development in the healthcare and banking industries. Additional experience as a symbolic logic tutor. Adept at solving problems and creating algorithms by breaking problems and tasks down into small pieces and documenting each step. Known for integrity and ability to learn quickly. Completed a full stack certificate through the Coding Bootcamp at the University of California, Berkeley, with training in additional programming languages through Codecademy.**

**TECHNICAL SKILLS**

* **Tech Stack:** Java | C | Python | HTML | CSS | JavaScript | Node.JS | MySQL | MongoDB
* **Frameworks and Libraries:** Bootstrap | Bulma | jQuery | Umbrella.JS | Express | React | Sequelize | Mongoose | GraphQL
* **Development Tools:** IDEs (VSCode, IntelliJ) | Terminal (zsh) | Git | GitHub | Jupyter
* **Leadership:** Change Management | Problem Solving | Strategic Thinking

**FEATURED PROJECTS**

**Support Hero** | 03/2023 | CSS, JavaScript, Node.js, Bulma, React, JWT, MongoDB, Mongoose, GraphQL | https://github.com/rmoscoe/support-hero | https://dry-fjord-88699.herokuapp.com/

* A customer support ticketing system. Customers can sign up, create tickets, and correspond with agents on a given issue. Agents can correspond with customers as well as create notes on given comments.

**Tech Blog** | 03/2023 | Bootstrap, JavaScript, Node.js, Express, Handlebars, MySQL, Sequelize | https://github.com/rmoscoe/tech-blog | https://aqueous-citadel-97448.herokuapp.com/

* This full-stack application offers a simplified blog service. It includes user registration and authentication functionality and allows users to create blog posts and comment on any user's posts.

**Bullet Journal** | 02/2023 | CSS, JavaScript, Node.js, MySQL, Sequelize, Express, Handlebars, Bulma, Heroku | https://github.com/megellman/bullet-journal | https://bullet-journal.herokuapp.com

* Bullet Journal lets users create journals, which can each contain an unlimited number of entries.

**Team Profile Generator** | 01/2023 | JavaScript, Node.JS | https://github.com/rmoscoe/team-profile-generator

* A command line application that prompts the user to enter details about team members and generates an HTML file to display the details for each team member. This project also uses Jest for unit testing.

**Weather Dashboard** | 01/2023 | HTML, JavaScript, APIs | https://github.com/rmoscoe/weather-dashboard | https://rmoscoe.github.io/weather-dashboard

* A webpage that shows current and forecasted weather for a chosen city using the OpenWeather API.

**EXPERIENCE**

**Shield HealthCare**, Valencia, CA

*Senior Training Specialist,* 06/2014-11/2022

*Contact Center Training Specialist*, 06/2012-06/2014

* Selected, implemented, and administered an LMS, e-learning authoring tool, content library, virtual training platform, and adoption platform.
* Built a comprehensive knowledge bank with over 1000 interlinked articles.
* Redesigned training for new Customer Service Agents, resulting in 50% faster time to proficiency.

**Montecito Bank & Trust**, Santa Barbara, CA

*Training Specialist II,* 04/2010-06/2012

*Training Specialist I*, 04/2009-04/2010

* Implemented an LMS and e-learning authoring tools.
* Developed training and change management programs for 6 software implementations, numerous regulatory changes, and a redesigned product suite.
* Populated a sandbox environment with accounts and created numerous scenarios to enable practice and assessment before participants had to work with live accounts and customers in a branch.

**EDUCATION**

* **Certificate**, March 2023, Berkeley Coding Bootcamp, University of California, Berkeley
* **Master of Arts (M.A.) in Leadership Studies**, University of San Diego, San Diego, CA
* **Bachelor of Arts (B.A.) in History**, Metropolitan State University, Saint Paul, MN

**PROFESSIONAL DEVELOPMENT**

**Learn Intermediate Java**, 2022, Codecademy

**Learn C,** 2022, Codecademy

**Learn Python 3,** 2022, Codecademy

**Learn Java,** 2022, Codecademy

**Learn JavaScript,** 2022, Codecademy

**Certified Professional in Talent Development (CPTD)**, 2017, Association for Talent Development