

Ryan Perzynski

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OBJECTIVE:

To obtain a position in which I am able to combine the skills of Technical Writing and experience in Customer Service in order to achieve organizational goals using skills and interest in web design, visual design, user experience, and database structure.

EDUCATION:

Masters of Science in Information Architecture 2011-May 2013

Illinois Institute of Technology, Chicago, IL

Technical Writing core with specialization in document design, web design, web application development, knowledge management, and user experience design.

Bachelors of Arts in English May 2006

University of Toledo, Toledo, OH

Minor: Psychology

GPA: 3.68, graduated Magna Cum Laude

TECHNICAL SUMMARY:

Languages: HTML, CSS, XML, Ruby

Software: MS Office 2000/2003/2007, Teradata SQL Assistant, InDesign, Photoshop, SiteStudio

Operating Systems: Windows, UNIX, Dos

Databases: SQL

WORK EXPERIENCE:

Data Analysis Intern, Illinois Department of Health and Family Services 2012

- Used SQL code to gather health care datasets from the HFS data warehouse.
- Add context to that data and form it into reports to show important health care trends which has effects on government policy and funding.

Administrative Assistant, Illinois Institute of Technology 2011-Present

- Administer and create content for Humanities Department web site
- Managing book orders for staff members including designing, implementing, and maintaining a new book ordering system.
- Assist with various other clerical duties in the office.

Investigator, Toledo Fair Housing Center 2007-2011

- Investigated rental and sales housing complaints while assessing the nature, extent, and sources of housing discrimination.
- Handled all intake calls related to rental issues, provided technical assistance, and assisted in the resolution of those complaints.

VOLUNTEER EXPERIENCE

Americorps Member, Americorps of Northwest Ohio, Fair Housing Center 2006-2007

- Participated in after-hours community service activities – including National Youth Service Day, Toledo Clean-Ups, as well as other various Americorps activities.
- Handled all intake calls at the Toledo Fair Housing Center