

RYAN YOUNGBLOOD

SOFTWARE DEVELOPER

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ABOUT ME

My professional journey has introduced me to many problem-solving opportunities, and I've always found these situations to be the most rewarding parts of my career. After years of dabbling with programming as a hobby through self-study, I realized that this would be the perfect field for me to have a challenging, fulfilling and highly rewarding career. Being able to solve complex problems with a team of like-minded individuals is something I look forward to every day.

SKILLS & TECHNOLOGIES

- HTML 5
- CSS3
- JavaScript
- React
- C#
- SQL
- Git
- Postman
- Bootstrap
- Reactstrap
- JSON
- Github
- VS Code
- Visual Studio
- dbdiagram
- Terminal

TECHNICAL EDUCATION

SOFTWARE DEVELOPER

Technical Education

An intensive, six-month full-time program teaching the skills and technologies necessary to become a full-stack software developer.

- Git & Github version control
- Remote collaboration
- Designing wireframes, ERDs, and data flow charts
- Creating applications using up-to-date popular tech stacks that include JavaScript, HTML5, CSS, React, and Reactstrap/Bootstrap

PROJECTS

THE DECK TAVERN

Individual Project

A CRUD web application built with **React**, **JSX**, **JSON**, and **CSS** to allow users to create custom decks for the popular card game Hearthstone without having to open the Hearthstone client. This project utilizes my knowledge of **React** and working with local as well as external **APIs**. Users can create, view, edit, and delete decks that they have created. They can also view decks saved by other users and rate them. Once created the user can take the generated deck code to play with the deck they created in the game itself.

NUTSHELL

Group Project

This web application was a collaborative effort developed by using **JavaScript**, **HTML**, **JSON**, and **CSS**. The purpose of the app is to serve as a social dashboard with friends, events, news, a to-do list, and a chat feature. Personally responsible for creating a chat room where users could send both public and private messages using **JavaScript**, **JSON**, and **CSS**.

PROFESSIONAL EXPERIENCE

CLIENT SERVICES MANAGER II

XO Communications | 2013- 2017

A telecommunications company that provides business-class internet, phone, and cloud solutions to their customers.

- Managed thousands of client accounts to resolve account issues and service issues
- Created new contracts and upgraded services for clients
- Trained new employees on all software and procedures
- Collaborated with other trainers to design a better experience for onboarding new employees
- Helped pilot the Special Project Team where we worked closely to achieve cost-saving company goals. Hundreds of thousands of dollars were saved with this project. Average savings per customer converted was \$40k

PICK AMBASSADOR / PROBLEM SOLVER

Amazon Fulfillment | 2012- 2013

One of the most advanced fulfillment networks in the world that packs, ships, and provides customer service on millions of orders per day.

- Trained and prepared over 50 new employees to ensure company standards would be met by taking them through pick school and safety school
- Shadowed and audited work performances
- Provided Skill Drills daily to reinforce proper work habits and promote team building
- Assisted associates with problematic products by applying critical thinking as well as research to keep a steady workflow
- Led the GEMBA meeting to ensure any barriers for associates were heard by management. Presented both the problems and solutions to management

FREELANCER

Self-Employed | 2005-2009

- Researching and writing articles for various websites, blogs, and eBooks through websites such as rentacoder.com / freelancer.com
- Search Engine Optimization to ensure proper keyword density in order to rank websites higher in search engine algorithms
- Data Entry projects using Excel
- Internet Marketing which included setting up websites and optimizing them to sell affiliate products with proper SEO. Created a sales copy and calls to action based on studies and A/B testing.

EDUCATION

NASHVILLE SOFTWARE SCHOOL

Full Stack Software Development Bootcamp, Certificate