# Ryan Alexander Shearson
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## Summary

I am a hardworking and eager to learn soon to be graduate with a proven track record in the tech start-up industry doing whatever it takes to help out and exceed expectations. My areas of interest include front-end design, software engineering, consumer products, and customer relations. Additionally, I am familiar working as a liaison to bridge the gap between technical work and client relations, allowing for a more streamlined relationship. I am a quick learner and am always looking to develop my technological, customer relations, and business management knowledge.

## Education

**University of British Columbia, Vancouver, British Columbia**
Bachelor of Arts, degree anticipated May 2020
Major: Cognitive Systems, an interdisciplinary approach to Computer Science, Psychology, Linguistics, and Philosophy

## Work History

**PowerReviews, May 2019 - September 2019**
Technical Success Analyst Intern
- Worked as the first point of contact for clients needing technical assistance and as a referral point for the client success and sales teams
- Troubleshot and resolved a variety of client inquiries including data feeds, API calls for proper server response, CSS, and client-side applications written in HTML/Javascript
- Ran SQL queries to power displays from six databases
- Gained valuable tech startup experience such as adaptation and critical thinking in order to respond to new and ever changing scenarios
- Managed and maintained positive relationships with existing and potential clients

**University of British Columbia, International Student Initiative, April 2018 - Present**
Campus Ambassador
- Official Representative for the University
- Giving tours to prospective undergraduate students
- Supplying information regarding campus life and admission logistics
- Work as a liaison for college counselors by sitting on panels and informational sessions
- Group management skills
- Sat on their hiring committee to help with recruiting and the hiring process
- Helped train new Ambassadors
- Public speaking experience in front of large crowds in clear and concise manners.

**Noah's Ark Pet Supply, July 2014 - August 2016**
Sales Associate & Customer Service
- Worked as a sales representative

- Helped train new employees
- Helped with item inventory and finances
- Learned to solve problems ranging from scheduling, opening/closing, and store resets

**Hosteling International-Jericho Beach May 2017 - September 2017 (one season)**
Front Desk
- Worked as front desk reception
- Handled all customer complaints
- Handled logics and planning for a 250 person hostel, including bed assignments and room management, using Room Master
- Took and processed payments

Central Reservations
- Worked the reservations office for all 25 Western Canada Hostels
- Created, modified, and processed reservations for the HI-Pacific Mountain Region
- Handled customer support for reservation issues and fixed the problems
- Worked as a resource and help line for the western Canada hostels if they were having any issues

**The UBC Calendar, September 2017 - Present**
Representative and Promoter
- Event planning organization for social life at the University of British Columbia
- Help plan, promote, and run events ranging in size from 50-3,000 people and style from snowball fights to large scale party events
- Work as a liaison for external dialog and assistance
- Brainstorm ideas for ways to improve events and come up with new ways to bring the campus together

**Skills & Abilities**

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*Sales Skills*
- Learned effective listening and face based selling skills
- Became a subject matter expert by studying industry literature materials
- Training others in store and sales protocol

*Customer Service & Interpersonal Skills*
- Relatively conversationally fluent in Mandarin
- Excellent group management skills
- Effective Team Member
- Confident communicator
- Extensive practice at problem solving customer issues

*Computer Skills*
- Java, Arduino, HTML, CSS, JavaScript, Node.js, JQuery, SQL, Git
- Programs:  Microsoft Word, Excel, Photoshop, Lightroom, SPSS.
- Willing and eager to learn new systems,softwares, and coding languages as the need arises