RYAN HOOD

6101 Bryan Place,   *Cell*: 615-881-4675   ryan.hood10@yahoo.com
Brentwood TN 37027

Portfolio Link: http://ryans-portfolio.herokuapp.com/

Education

- *Vanderbilt University: Completed a 6-month, full-stack web development boot camp*
- *Pellissippi State: Business Administration*

Certifications: Full-Stack Web Development- Vanderbilt**,** *Front-End Developer-* Meta**,** Adobe: *Photoshop Essentials* **&** *Digital Video Using Adobe Premiere Pro***,** *Microsoft Office Specialist***,** *First Aid/ CPR/ AED*

Experience

Customer Relations Manager (CRM), BitcoinBay (February 2021- present)

- Addressed ongoing and carryover issues faced by clients, ensuring prompt resolution and customer satisfaction
- Collaborated with team management to identify and prioritize client issues for effective problem-solving
- Implemented refund and free play strategies, when necessary, aimed at maximizing customer satisfaction while minimizing costs
- Created clear How-To videos using Adobe Premiere to guide clients on using the website effectively. Took client feedback to improve user-friendly experience on the videos.
- Worked with development team and used customer feedback and suggestions to improve the website's functionality and user experience.

Bar Back, Winners/Losers Bar & Grill (July 2018- December 2019, June 2020- April 2021)

- Managed and maintained stock, conducted regular inventory checks.
- Collaborated with the team to ensure efficient inventory management in fast-paced environments.

Delivery Manager, Tennessee Quick Cash (July 2019- March 2020)

- Managed cash, check, and document delivery for the company
- Conducted deposits using computer systems

Guest Service Agent/ PM Manager on Duty, Hilton Knoxville (July 2017- July 2018)

- Greeted guests, answered telephones, and provided information about the hotel and surrounding areas
- Handled guests' complaints and billings, working to find solutions that satisfied both the guests and the hotel
- Ran the evening operations of the hotel, including filling out reports, leading operational meetings, handling emergency issues, and coordinating with other team members to increase review scores
- Recognized as Associate of the Month in November 2017 and as part of the PM Hotel Group's Hotel of the Year in 2017

Skills

Web Development:
-Full-Stack: MERN
-Front-End: JavaScript, Python, jQuery, React
-Back-End: Express, Nodejs, REST APIs, MongoDB, NoSQL
Spanish: 2nd language

Interests

AI technology, cryptocurrency, basketball, learning new skills, puzzles, finance books, YouTube, and Web3 communities.

My Current Projects

Application: **DishMate**

User Story: As a user, I want to be able to manually input or scan my grocery store receipt upload to an ingredients list. By clicking "Generate Recipe". I am given a recipe from chatGPT based off of those ingredients. I am able to save it, as well as search a recipe API and save recipes off of that.