

RYAN HOOD

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

Education

- **Vanderbilt University(Oct 2022-April 2023):** Full-stack Web Development bootcamp
- **Pellissippi State (Aug 2015- May 2018):** 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

Freelance Software Engineer (April 2023- present)

- Created and deployed a customer service AI chatbot, automating responses and improving user satisfaction
- Designed and implemented captivating landing pages for real estate companies and a non-profit basketball organization, enhancing their online presence and customer engagement
- Developed paywall website with Stripe integration, enabling seamless and secure payment processing for diverse business. **Skills-** Heroku, TailwindCSS, React, AI

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

- Addressed ongoing and carryover issues faced by clients, ensuring prompt resolutions
- Collaborated with team management to identify and prioritize client issues
- 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.
- 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.

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

- Greeted guests, answered telephones, and provided information about the hotel and area
- 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 team members to improve 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, Java, C #, Flutter/Dart
-Back-End: Express, Nodejs, REST APIs, MongoDB, SQL, PostgreSQL
Spanish: 2nd language

Interests

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

References

Jake S: 615-974-4522
General Manager- Sinatra Nashville

Jeff Earl: 805-266-8926
Manager at Hilton Valet