RYAN J. LOUGH

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Availability: Jan. - June 2015

EDUCATION

Northeastern University, Boston, MA   Aug, 2013 - Present

College of Computer and Information Science   Expected Graduation: May 2018

Candidate for a Bachelor of Science in Computer Science / Minor in Computer Engineering

- Current GPA: 3.55 / 4.00
- Relevant Coursework: Object Oriented Design, Embedded Design: Enabling Robotics, Computer Systems, Logic and Composition, Discrete Structures, Introduction to Web Development, Fundamentals of Computer Science 1 & 2, Probability and Statistics, Calculus 2
- Activities: CCIS Peer to Peer Mentor; NUACM; NU Crew; Entrepreneurship Club; Husky Hunt Team Captain
- Honors: Recipient of merit-based Excellence Scholarship; Dean's List

Simsbury High School, Simsbury, CT   June, 2013

- Graduated with Honors
- Relevant Coursework: AP Computer Science, AP Calculus, AP Physics, AP Statistics, AP English
- Teaching Assistant for AP Computer Science

PROFESSIONAL EXPERIENCE

UTC Aerospace Systems (Aerospace and Defense Product Supplier)   Windsor Locks, CT

Intern in the Customer Response Center (CRC)   May 2014 - Aug 2014

- Designed and developed the CRC Contact Information website which consolidates hundreds of UTC internal and external contacts and site info into one centralized user friendly application
- Implemented a market feedback analysis tool which combines seven previous surveys into one to reduce the data mining time from several hours to near instant analysis results
- Maintained and created workflows for processes automating fail-safes for CRC cases open too long
- Collaborated with overseas group in the UK to automate the Loan Expiry Report process resulting in generating an automated report in place of the previous weekly two hour task
- Implemented multiple improvements to the SharePoint site, including designing two dynamic forms which will eliminate many emails sent to various departments and helping to integrate SharePoint and Dynamics CRM which will save the CRC around 1800 hours a year
- Acted as liaison with team in India to create CRC Case Submission form; sought and found cross site scripting security vulnerabilities which were subsequently corrected
- Completed educational requirements for Achieving Competitive Excellence (ACE) certification including participation in Kaizen and Benchmarking events as well as other technical training sessions

Computer Knowledge

- <u>Languages:</u>   Java, C#, C, C++, HTML, XML, CSS, JavaScript, Python, Lisp-based languages, Assembly
- <u>Systems:</u>   Windows, Android, Linux, OSX, iOS
- <u>Software:</u>   Eclipse, Visual Studio, Dreamweaver, vi, Microsoft Office Suite, Dynamics CRM, SharePoint
- <u>Projects:</u>   Mazer - Maze game on the Google Play Store, Battle Blocks - Multiplayer game in C#

ADDITIONAL EXPERIENCE

Eagle Scout

- Fundraised, designed, managed, and created historically accurate wooden stocks for historical society
- Kevin Hanley Award - Scout of the Year based on my performance as Assistant Senior Patrol Leader
- Order of the Arrow - National honor society of the Boy Scouts; large focus on community service

INTERESTS

Entrepreneurship, Mobile Development, Community Service, Skiing, Wake Boarding, Film, Space, New Technology