





Toryan Hopstad-Redner

Technical Support & Software Integration Specialist

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Professional Summary

Results-driven Technical Support Specialist with 6+ years of experience in software integration, API troubleshooting, and cloud-based system diagnostics. Proven expertise in delivering exceptional customer support while managing high-volume technical inquiries across remote environments. Strong background in full-stack development with demonstrated ability to bridge technical and customer-facing roles. Recently AWS certified with hands-on experience in Google Cloud Platform and agile methodologies.

Core Competencies: API Integration • Database Management • Cloud Systems • Customer Success • Process Optimization • Team Leadership

Professional Experience

Learning Assistant

2U/edX | Remote | January 2023 – January 2024

- Provided comprehensive technical support via Slack to 200+ daily active users, achieving 30% improvement in customer satisfaction scores
- Maintained 95% first-contact resolution rate while handling complex technical inquiries and onboarding processes
- Collaborated with engineering and product teams to ensure 99% consistency in support responses across all channels
- Implemented proactive engagement strategies that reduced average resolution time by 20% across multiple platforms
- Streamlined support workflows through documentation and process improvements

Software Engineer / Customer Support Specialist

Eradani, Inc | Remote | January 2022 – August 2022

- Led client implementation projects, providing technical mentorship and training to ensure seamless software integration
- Architected and deployed Google Pub/Sub integration solutions, delivering projects 15% ahead of schedule
- Managed patch deployment and system updates for enterprise clients, reducing downtime by 25%
- Developed training programs for junior engineers, improving team technical proficiency and support efficiency
- Resolved complex integration challenges across diverse client environments and technology stacks

Senior Learning Assistant / Central Grader

Trilogy Education | Remote | April 2018 – January 2022

- Scaled technical support operations from 200 to 500+ concurrent users while maintaining high service quality
- Achieved and sustained 95% first-response resolution rate across high-volume support channels
- Established cross-functional collaboration protocols that improved response consistency to 99%
- Designed and implemented troubleshooting workflows that reduced resolution times by 20%
- Mentored team members on advanced technical concepts and customer service best practices

Senior Technical Support Specialist

Landis+Gyr | Alpharetta, GA | January 2019 – October 2019

- Performed advanced SQL-based root cause analysis on enterprise energy management systems
 - Utilized Unix command-line tools and CRM integrations to resolve escalated technical issues
 - Collaborated directly with development teams to identify, validate, and deploy critical system patches
 - Reduced support ticket backlog by 30% through systematic issue triage and resolution strategies
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Technical Skills

Programming & Development

- Languages: JavaScript, TypeScript, SQL (PostgreSQL), HTML5, CSS3
- Databases: MongoDB, PostgreSQL, MySQL
- Frameworks: React (Hooks, Context), Redux Toolkit, Node.js, Express.js
- Tools: Git/GitHub, Vite, Sequelize, Mongoose

Cloud & Infrastructure

- Amazon Web Services: EC2, S3, Route 53
- Google Cloud Platform: Pub/Sub, Cloud Functions
- Development Tools: Unix/Linux, API Testing, System Integration

Design & Frontend

- UI Frameworks: Tailwind CSS, ShadCN/UI
 - Animation: Framer Motion
 - Responsive Design, Cross-browser Compatibility
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Education & Certifications

AWS Certified Cloud Practitioner | Amazon Web Services | 2025

Full-Stack Web Development Bootcamp | General Assembly | 2017

Associate of Applied Science | Johnson & Wales University, Charlotte, NC | 2008
