Toryan Hopstad-Redner

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SUMMARY

Solution-oriented Software Engineer with expertise in web development, known for excelling in Full Stack Web Development roles. Experienced in Help Desk troubleshooting, software/hardware deployment, and network management. Adept at implementing cutting-edge web development tools and conducting root-cause analyses for optimizing information systems. Passionate about technology with a proven talent for self-teaching and leadership.

WORK EXPERIENCE

2u/edX   Remote
Learning Assistant   *Jan 2023 - Jan 2024*

- Delivered timely technical and curriculum support to over 150 students through Slack, resulting in a 30% improvement in student satisfaction scores
- Served as the primary point of contact for over 200 student inquiries, achieving a 95% resolution rate within the first response
- Worked collaboratively with a cross-functional instructional team to address student queries, achieving a 99% consistency rate in responses
- Achieved expert-level proficiency in key technical tools and software, enabling efficient resolution of 90% of student inquiries on the first contact
- Demonstrated exceptional customer service skills, fostering positive relationships with students and enhancing the learning environment.

Eradani. Inc   Remote
Software Engineer / Customer Support   *Jan 2022 - Aug 2022*

- Trained and developed Junior Engineers, imparting knowledge and experience to support their growth.
- Deployed patches and updates to client codebases, ensuring system efficiency.
- Upgraded existing codebases to new template standards.
- Supported new client installs, providing mentoring and training for successful service integration.
- Collaborated with a team to add Google Pub/Sub integration for a client application, becoming proficient with Google Cloud products. Completed the project ahead of the deadline.

Trilogy Education   Remote
Sr. Learning Assistant / Central Grader   *Apr 2020 - Jan 2022*

- Provided top-tier student support, adhering to company's curriculum-based technical support model.
- Demonstrated mastery of the support program's curriculum and core concepts.
- Facilitated a daily check-in for the Learning Assistant team, fostering a supportive environment that improved job satisfaction scores by 30%
- Led start and end-of-shift meetings to ensure effective communication.
- Led quality assurance initiatives that produced a 90% compliance rate among Learning Assistants in delivering effective support services
- Resolved escalated technical issues for over 100 students, transforming 85% of negative experiences into positive resolutions, thereby enhancing loyalty
- Collaborated with leadership to create extracurricular learning opportunities for students.

Landis + Gyr   Alpharetta, GA
Sr. Technical Support Specialist   *Jan 2019 - Oct 2019*

- Conducted root cause analysis for break-fix incidents, leveraging Unix and SQL, resulting in a 30% reduction in unresolved issues over a six-month period
- Applied advanced Unix and SQL skills to troubleshoot and resolve system issues, achieving a 20% decrease in average resolution time across all support tickets
- Utilized Microsoft CRM to triage and resolve customer cases efficiently, achieving a remarkable 40% reduction in average case closure time

EDUCATION

General Assembly   *Jan 2017*

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

SKILLS

- AWS
- Node JS
- SQL
- Linux
- IBM I / AS400
- MongoDB
- GCP
- CSS 3
- Git
- HTML 5
- Ruby on Rails
- Unix
- React JS