

Toryan Hopstad-Redner

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SUMMARY

Energetic and solution-oriented Software Engineer with 7 years of experience in Full Stack Web Development, technical troubleshooting, and client support. Proficient in a wide range of web development tools and technologies, including HTML5, CSS, JavaScript, SQL, React, and more. Skilled in mentoring and training junior engineers, maintaining high proficiency in technical tools, and fostering positive client relationships. Seeking a challenging Software Engineer role to leverage expertise in web development and client support.

WORK EXPERIENCE

2u/edX

Learning Assistant

Remote

Jan 2023 - Jan 2024

- Delivered comprehensive technical and curriculum-based guidance to students via Slack, resulting in a 20% increase in student satisfaction and a 15% decrease in technical issue resolution time.
- Served as the primary point of contact for student inquiries, ensuring a 95% reduction in response time and maintaining a 98% student satisfaction rate.
- Worked closely with the instructional team to provide consistent and accurate responses to student queries, resulting in a 15% increase in student satisfaction and a 20% improvement in query resolution time.
- Demonstrated proficiency in technical tools and software to effectively address student inquiries, resulting in a 20% increase in query resolution efficiency and a 25% improvement in student performance.
- Exhibited exceptional customer service skills, nurturing positive student relationships and enhancing the learning environment, resulting in a 20% increase in student engagement and a 25% improvement in student performance.

Eradani. Inc

Software Engineer / Customer Support

Remote

Jan 2022 - Aug 2022

- Provided comprehensive training and mentorship to Junior Engineers, fostering a collaborative and knowledgeable engineering team.
- Managed deployment of patches and updates to client codebases, optimizing system efficiency and performance.
- Modernized existing codebases to new template standards, resulting in enhanced performance and compliance with industry best practices.
- Provided hands-on mentoring and training for new client installs, streamlining service integration and enhancing customer satisfaction.
- Resolved support tickets by accurately diagnosing issues and delivering effective solutions, resulting in improved client satisfaction.
- Played a key role in integrating Google Pub/Sub for a client application, showcasing expertise in Google Cloud products and delivering the project ahead of the deadline.

Trilogy Education

Sr. Learning Assistant / Central Grader

Remote

Apr 2020 - Jan 2022

- Delivered top-tier student support, achieving a 98% satisfaction rate in accordance with the company's curriculum-based technical support model

- Mastered the support program's curriculum and core concepts, resulting in a 30% improvement in student assessment scores
- Managed the daily functions of the Learning Assistant team, enhancing team productivity by 15% through streamlined processes.
- Drove productive communication by leading start and end-of-shift meetings, resulting in streamlined operations and enhanced team collaboration.
- Conducted quality assurance checks and coached Learning Assistants for quality student support.
- Resolved escalated technical or service-related issues, resulting in a 30% increase in positive student outcomes
- Collaborated with leadership to develop extracurricular learning opportunities for students, resulting in a 35% increase in student participation

Landis + Gyr

Sr. Technical Support Specialist

Alpharetta, GA

Jan 2019 - Oct 2019

- Resolved 95% of break-fix issues using Unix and SQL, conducting root cause analysis to prevent recurrence
- Leveraged Unix and SQL expertise to resolve system issues, leading to a 30% improvement in overall system performance.
- Managed and triaged cases using Microsoft CRM, achieving a 20% improvement in case resolution time

EDUCATION

General Assembly Web Developer Immersive Program

Web development fundamentals, including product development, front-end development, and back-end development

Jan

2017

Johnson & Wales University | Charlotte, NC

Associate of Applied Science

Jan 2008

SKILLS

- | | | |
|-----------------------|------------------------------|-----------------------------|
| • MongoDB | • Node.js | • Microsoft Office Suite |
| • HANDLEBARS | • Trello | • React |
| • Software Deployment | • NPM | • JQuery |
| • HTML5 | • Full Stack Web Development | • Microsoft CRM |
| • SQL | • Web Development Tools | • Network Management |
| • JavaScript ES 6 | • VS Code | • Lucid Charts |
| • Windows | • Click-up | • Salesforce CRM |
| • NODE.JS | • EXPRESS.JS | • REACT |
| • Root Cause Analysis | • JavaScript | • Help Desk Troubleshooting |
| • Express.js | • Ruby ON Rails | • CSS |
| • GIT | | |