

TRAVIS RUOPP

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SUMMARY

Uniquely experienced professional with a diverse background in community management, game development, project coordination, and software development. Skilled in Java, CSS, HTML, C#, JavaScript, Agile software, and full-stack development. Demonstrated success in elevating user ratings, enhancing project visibility, and driving client expectations. Proficient in program management, project scheduling, and client relationship management.

KEY SKILLS

Java, CSS, HTML, C#, Java Script
Microsoft Office programs
Program management
Project coordination
Project Scheduling
Client Expectations
Agile software
Strategy Development
Full-Stack Software Development
Game Development
Unity and Unreal Game Engines

PROJECTS

Pet Match Maker

Apr '24 - May '24

WeCanCodeIt | Columbus, OH

The full-stack MVC program featured a Thymeleaf, CSS, and HTML-driven quiz interface where users input lifestyle preferences. Behind the scenes, a Java backend with a database logic system analyzed these inputs to match users with the best pet options. The frontend then presented personalized pet recommendations based on the user's responses, streamlining the process of finding the ideal pet companion.

Skills Used: Agile, Javascript, Java, CSS, HTML, Springboot, and Thymeleaf.

PlateUp!

Feb '22 - Oct '24

Yogscast Games | Bristol, UK

PlateUp! combines chaotic kitchen and restaurant management with strategic planning and development to create a delightful roguelite dish unlike any other. Up to four players build and run a restaurant from scratch, choosing dishes, buying and placing appliances – some of which can be daisy-chained together to create ambitious automatic kitchens – cooking food and serving customers.

Skills Used: Agile, C#, Unity Game Engine, Final Cut Pro, Adobe Photoshop, Project Management, Team Leadership, and UX Testing.

Virtual Pet

Feb '24 - Apr '24

WeCanCodeIt | Columbus, OH

The full-stack virtual pet program started with a terminal-based MVC application, allowing users to adopt and care for a single virtual pet. It later expanded to include multiple pets, shelters, and adopters, integrating an API for fetching external data. Through each iteration, the program maintained its MVC structure and terminal interface, offering users a richer experience in adopting, managing shelters, and caring for their virtual pets.

Skills Used: Javascript, Java, CSS, HTML, Springboot, and Thymeleaf.

PROFESSIONAL EXPERIENCE

Community Manager, Quality Assurance Manager, Content Coordinator, and Developer Relations

Feb '22 - Oct '23

PLATEUP! - IT'S HAPPENING - YOGSCAST | BRISTOL, UK *Remote*

- Oversaw community growth in the Discord platform from 600 members to exceed **50,000 members**, marking an exceptional 8200% increase, driven by strategic engagement tactics
- Elevated the user rating of the game on Steam to **95% positivity** from over 12,000 reviews
- Aided balance and new content for PlateUp! where over 1,000,000 copies have been sold since the launch
- Collaborated with content creators to strategically promote PlateUp! through **influencer partnerships**, resulting in a significant increase in brand visibility
- Enhanced project visibility significantly by updating & maintaining **Agile Boards in YouTrack** to track changes & bugs for upcoming patches
- Drove enhancements in bug detection rates by implementing structured testing protocols to guide the **Beta testing team for pre-release bug identification**
- Contributed to optimizing content performance significantly by testing future content for balance, feasibility, & **fit for the patch content** using content management systems
- Streamlined the patch development process by locating & addressing necessary code, resulting in a **30% reduction in time spent**

Server Management, Content Creation, Social Media Consultant

Jan '17 - Oct '23

SELF EMPLOYED | MENASHA, WI

- Crafted & tailored social media posts & campaigns to align with customer preferences, resulting in **positive feedback & engagement**
- Achieved 15,000 followers across 3 platforms with **9 million views** generating numerous sponsorships through strategic posting schedules & engaging video content strategy
- Reviewed & edited statistical analysis information to ensure accuracy, leading to **significantly improved data-driven insights** & enhanced decision-making processes
- Tested multiple games during Alpha & Beta phases while creating **instructional & review videos** to assess impact outcomes
- Supported companies in developing a tutorial plan for their game incorporating **gamified learning elements** & interactive step-by-step guidance, resulting in heightened overall player satisfaction
- Produced tutorial videos for companies utilizing **Final Cut Pro** to enhance client understanding of products
- Utilized Google Analytics to interpret statistical evidence, resulting in **increased engagement metrics**
- Designed unique Visual Assets using Adobe Photoshop for various purposes, leading to a surge in **engagement** on social media, websites, & presentations
- Executed 10-15 third-party marketing campaigns resulting in **heightened brand visibility, extended market reach, & increased sales outcomes**
- Organized fundraising campaigns for non-profit organizations, raising **\$10K** through strategic social media promotions

- Published instructional videos on YouTube to enhance gamer's skills in gameplay, strategy, technique, & tactics, totaling **over 1000 videos**

Estimator

Jul '17 - Jul '18

TWIN OAKS LANDSCAPING | OSWEGO, IL

- Successfully met bid deadlines within a week by interpreting blueprints & conducting **precise cost estimations**
- Successfully juggled multiple concurrent tasks by employing **prioritization, delegation, & meticulous scheduling techniques**
- Supported subcontractors with necessary information & guidance to optimize bid success rate & accuracy, leveraging **cost estimation software**
- Revamped the building system & documentation in Excel leveraging **VLOOKUP function**, resulting in a 30% increase in productivity
- Presented bid details to the general contractor through an **oral negotiation**, leveraging skills in persuasion & communication
- Guided Project Managers on bid details using **bid management tools**, while leveraging strategic planning & effective communication skills
- Ensured **precision of drawings** & accurate details

Youth Counselor

Oct '15 - Aug '16

KANE COUNTY JUVENILE JUSTICE CENTER | ST. CHARLES, IL

- Delivered instruction on promoting **positive social behaviors** to teenagers through Cognitive Behavioral Therapy techniques
- Employed mediation tactics to empower juveniles in **overcoming difficult situations**, enhancing problem-solving skills while navigating challenges such as building trust & identifying root causes
- Guided juveniles through challenging times utilizing **behavioral therapy & conflict resolution techniques** to address issues such as family dynamics & substance abuse
- Facilitated intake procedures for **50-100 juveniles** into the facility utilizing a mix of digital forms, paper forms, & face-to-face interactions
- Managed combative situations by applying crisis intervention, utilizing force when necessary, actively listening, & employing **CCTV monitoring alongside communication devices & situational awareness tools**
- Collaborated effectively with the **Cognitive Behavioral Therapy Committee** to optimize therapy processes, resulting in increased efficiency, leveraging strong communication & collaboration skills
- Remained composed during high-stress verbal & physical altercations to ensure the safety of juvenile individuals by implementing specialized de-escalation techniques, applying crisis intervention strategies, & prioritizing **conflict resolution skills** to effectively diffuse volatile situations

Back of House Specialist

Oct '11 - Oct '13

APPLE INC. | NAPERVILLE, IL

- Served as a sales associate with a focus on being a **Red Zone Specialist**, utilizing expertise in customer service, product knowledge, & proficiency with POS systems & CRM software
- Obtained Apple, Inc. certification in mobile service repair in November 2011, **improving troubleshooting techniques**

- Achieved the **Best of Brand Award** in November 2012 through effective customer engagement
- Consistently ranked as the **top 10 inventory runner in speed across the company**, exceeding the company average by 90%, utilizing barcode scanners for inventory management
- Maintained a **99.8% inventory accuracy rate** over a 2-year period by utilizing Inventory Management Software & implementing Cycle Counting strategies
- Prepared the store & inventory for new product launches, leading to a **significant increase in sales**, while streamlining inventory management & optimizing store layout through visual merchandising improvements & inventory organization techniques
- Supported customers with troubleshooting & repairing smartphones & tablets, utilizing software, diagnostic tools, & **hardware techniques**
- Diagnosed & repaired computer systems using diagnostic software & hardware components, applying **troubleshooting skills** & meticulous attention to detail

Administrative Clerk - Lance Corporal

Apr '07 - Apr '11

UNITED STATES MARINE CORPS | CAMP LEJUENE, NC

- Handled correspondence related to personnel duties leveraging **Email, Microsoft Excel, & HRIS** to enhance team communication
- Updated & organized all personnel files & payroll using Excel spreadsheets & HR software to **improve operational efficiency**
- Maintained an Access database for all orders processed for the base, leading to a reduction in errors in order tracking through **meticulous data entry**
- Directed a team of 4 Marines in upholding workflow efficiency through the implementation of scheduling tools & effective task delegation, while leveraging **problem-solving, leadership, & communication skills**
- Supported the integration of 3 companies into 1 universal entity to address all administrative requirements & **drive up productivity**

Rifle/Weapons Instructor - Corporal

Apr '07 - Apr '11

UNITED STATES MARINE CORPS | CAMP LEJUENE, NC

- Oversaw daily operations & procedures for the entire range, monitoring safety protocols for a class of over 500 personnel
- Trained over 16,000 marines & sailors in proper weapons handling, supervising the firing of more than **7,000,000 rounds**
- Provided guidance on enhancing accuracy & proficiency through **tailored training sessions & feedback mechanisms**, resulting in strengthened attention to detail & improved time management skills
- Engineered a **performance assessment tool-based system** that significantly enhanced the promotion rate of the battalion Marines through data analysis & leadership development skills
- Demonstrated leadership qualities, adaptability to various roles, & **effective communication skills** while performing responsibilities for Marines multiple ranks above by leveraging military protocols
- Mentored & educated **10-20 Range Safety Officials** through one-on-one training sessions & group discussions
- Collaborated with team members in executing simulation training techniques & following incident command system protocols for emergency drill procedures, resulting in **enhanced safety measures** & significantly improved employee preparedness

- Taught in a classroom setting to over 1000 military members from all over the globe
- Regularly engaged in training & advising higher ranked Marines on weapon systems, with a focus on **rifles & handguns**, resulting in improved team coordination
- Achieved 5 consecutive **Expert Level Marksmanship Badges** with the M16 through the mastery of advanced shooting techniques, resulting in heightened focus & discipline

Sales Associate

Oct '03 - Mar '07

BEST BUY | AURORA, IL

- Leveraged product knowledge & industry expertise to deliver customized solutions, fostering **high customer satisfaction** & encouraging repeat business
- Built rapport with diverse clientele & nurtured enduring relationships through adept communication skills like active listening & **empathy**
- Operated POS systems proficiently, ensuring accurate transaction records & enhancing customer satisfaction levels for **seamless & efficient sales processes**
- Promptly & professionally addressed customer inquiries, complaints, & issues, prioritizing **active listening, empathy, & timely responses** to maintain high levels of customer satisfaction & loyalty
- Represented Best Buy as a brand ambassador, embodying its values & fostering a positive image within the community, **boosting brand reputation & engagement through community partnerships**
- Pioneered the customer assistant role for all Best Buys, where sales associates provided **seamless immediate customer assistance**, boosting satisfaction & experience

EDUCATION

Certificate of Software Development (Java)

Jan '24 - May '25

Certificate of Software Development (C#)

WECANCODEIT | COLUMBUS, OH

Criminal Justice and Psychology

Aug '12 - May '15

AURORA UNIVERSITY | AURORA, IL

A+ Certification

Aug '04 - May '05

COMPTIA | NAPERVILLE, IL

ACHIEVEMENTS & AWARDS

Alpha Phi Sigma - 2014

Best of Brand Award & Best Team Member Award from Apple - 2012

Navy and Marine Achievement Medal - 2011