TRAVIS RUOPP

Menasha, WI | (920) 809-0000 | travisruopp@yahoo.com
https://www.linkedin.com/in/travisruopp/ | https://github.com/travisruopp/

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#, JavaScript
- Full-Stack Software Development
- Agile software
- Unity and Unreal Game Engines
- Microsoft Office programs
- Project Management
- Project Coordination
- Project Scheduling
- Client Expectations
- Strategy Development
- Game Development

PROFESSIONAL EXPERIENCE

PLATEUP! - IT'S HAPPENING - YOGSCAST | BRISTOL, UK *Remote* 						Feb '22 - Oct '23
Community Manager, Quality Assurance Manager, Content Coordinator, Developer Relations
Hours Worked: 40/week

PlateUp! combines chaotic kitchen and restaurant management with strategic planning and development to create a delightful rogue-lite 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.

- Crafted detailed test plans & strategies incorporating **Continuous Integration (CI) & Agile testing methodologies** to increase game feature utilization by 25% & maintain high-quality standards.

- Created multiple test plans & tests independently, establishing the foundation for testing processes in the absence of a dedicated testing team or **test-driven programming** at the organization by utilizing YouTrack for test plan creation.
- Delivered valuable insights on gameplay, UI/UX design, & functionality, leading to **enhanced overall gameplay experience** with the aid of user feedback surveys.
- Conducted user testing sessions to collect real-world feedback & identify potential improvements, leading to **heightened user satisfaction & improved product usability**.
- Worked closely with the development team to implement **best practices** and ensure continuous quality improvement.
- Monitored post-release performance and user feedback to **quickly address** any emerging issues.
- Developed and maintained a **content roadmap** for PlateUp!, aligning with the game's development and marketing strategies.
- Collaborated with marketing, design, and development teams to ensure **content alignment** with overall project goals.
- Coordinated content releases with game updates to **maximize player engagement and satisfaction**.
- Constantly worked on shortened schedules to ensure **quality bug-free patches** before the set launch date.
- Fostered a strong community of developers around PlateUp! by **creating channels for communication** and collaboration.
- Facilitated collaborations between third-party developers and the core development team to **enhance the game's ecosystem**.
- Communicated **updates, changes, and vital information** to the developer community in a clear and timely manner.
- Directed the development of future content using Agile boards with a focus on streamlining the **content development process** via YouTrack.
- Lead a **100+ member alpha testing team**. This alpha testing team would test and provide feedback on an upcoming patch.
- Structured & categorized feedback from the Alpha team to facilitate the accessibility of information for enhanced productivity, **utilizing feedback tracking software**.
- Ensured swift bug fixes by enhancing testing team insights to identify & verify bugs & problematic code sections, leading to **quantifiable improvements in bug fix efficiency** using proficient debugging tools
- Facilitated enhanced collaboration & task distribution by transferring information from the Alpha testing team to **agile boards via YouTrack**.
- 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**.
- Oversaw community growth in the Discord platform from 600 members to exceed **50,000 members**, marking an exceptional **8,200% 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.
- Boosted engagement & player interaction through hosting community events, contests, & live streams on platforms such as **Twitch & YouTube**, with successful contests including giveaways & art competitions.
- Collaborated with content creators to strategically promote PlateUp! through **influencer partnerships**, resulting in a significant increase in brand visibility.
- Resolved various creator issues as they arose for multiple creators using **specialized resolution techniques**.
- Monitored community discussions to gather feedback & pinpoint areas for enhancement using **feedback platforms & analytics tools**, resulting in increased user engagement, identified improvement areas, & boosted user satisfaction.
- Played a pivotal role in incorporating user feedback into game updates to **optimize game experience**, enhance player satisfaction, & increase user engagement.

SELF EMPLOYED | MENASHA, WI   Jan '17 - Oct '23
Server Management, Content Creation, Social Media Consultant
Hours Worked: 60/week

- 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 $10,000** through strategic social media promotions.
- Published instructional videos on YouTube to enhance gamer's skills in gameplay, strategy, technique, & tactics, totaling over **1,000 videos**.

TWIN OAKS LANDSCAPING | OSWEGO, IL   Jul '17 - Jul '18
Estimator
Hours Worked: 40/week

- 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.

KANE COUNTY JUVENILE JUSTICE CENTER | ST. CHARLES, IL   Oct '15 - Aug '16
Youth Counselor
Hours Worked: 40/week

- 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 effective 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.

APPLE INC. | NAPERVILLE, IL   Oct '11 - Oct '13

Back of House Specialist

<u>Hours Worked:</u> 30/week

- 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**.

UNITED STATES MARINE CORPS | CAMP LEJUENE, NC   Apr '07 - Apr '11
Rifle/Weapons Instructor - Corporal

<u>Hours Worked:</u> 60/week

- 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 communicatio**n 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 world.

- 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.

UNITED STATES MARINE CORPS | CAMP LEJUENE, NC   Apr '07 - Apr '11
Administrative Clerk - Lance Corporal
Hours Worked: 60/week

- 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 & **increase productivity**.

BEST BUY | AURORA, IL   Oct '03 - Mar '07
Sales Associate
Hours Worked: 20/week

- 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 elevated 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
WECANCODEIT | COLUMBUS, OH   Jan '24 - May '24
Certificate of Software Development (Java)

Certificate of Software Development (C#)
Nanodegree in SQL

Projects
Pet Match Maker
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, Spring Boot, and Thymeleaf.

- Integrated **Thymeleaf** with Java & **Spring Boot** to dynamically generate HTML content based on user input & backend data.
- Crafted a user-friendly interface employing HTML & CSS that **enhanced usability & engagement**, incorporating innovative design elements.
- Designed form elements enabling users to input lifestyle preferences like **activity level, living space, & allergies**, leading to enhanced user experience metrics.
- Leveraged JavaScript to enhance user interactions & **validate form inputs prior to submission**.
- Configured a Spring Boot application to manage MVC architecture, oversee backend logic, & **enhance request handling efficiency**.
- Engineered controllers for processing user input & **directing them to appropriate services**.
- Implemented a service layer to manage the business logic for **matching users with suitable pets based on their preferences**, enhancing efficiency in user-pet matching & utilizing advanced matching algorithms.
- Utilized Java for implementing **dependency injection** to manage service components & ensure modularity.
- Interacted with the database seamlessly using **JPA (Java Persistence API) & Hibernate**, integrated with Spring Boot & MySQL for CRUD operations, such as creating user profiles.
- Designed & optimized database schemas for efficient storage of user preferences & pet information, such as **personalizing recommendations**.
- Utilized data analysis & programming skills to develop algorithms for **analyzing user inputs** against a database of pet profiles.
- Utilized data analysis tools to **determine optimal pet matches** based on factors like activity level, space requirements, & special needs.
- Utilized data analytics to **cross-reference user preferences** including psychographic, behavioral, & demographic factors for personalized recommendations in alignment with pet characteristics.
- Engineered a logic system to rank pet matches based on location, behavior, & age criteria, utilizing an algorithm to **deliver top recommendations to the user**.
- Utilized Thymeleaf for **dynamically rendering** personalized pet recommendations on the frontend based on backend data-driven insights.

- Enhanced **user satisfaction & engagement** by seamlessly guiding from input to personalized content suggestions for increased engagement.
- Performed **frontend testing** to validate user interactions and form submissions.
- Created **comprehensive documentation** for the codebase, detailing the architecture, components, and usage instructions.

Virtual Pet

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, Spring Boot, and Thymeleaf.

- Implemented a **Model-View-Controller (MVC) architecture** incorporating Thymeleaf & Spring Boot to effectively separate concerns & enhance maintainability, particularly highlighted in the successful isolation & management of a data visualization component.
- Developed a **command-line interface (CLI)** in Java for user interactions, enabling users to adopt & care for a single virtual pet through text-based commands.
- Implemented **basic functionalities** for virtual pet care, including feeding, playing, & monitoring health status.
- Designed & implemented a **user-friendly state management system** to monitor the pet's attributes such as hunger, happiness, & health.
- Expanded the application functionality to **support users** in adopting & caring for an unlimited number of virtual pets concurrently using Java technology.
- Managed diverse pets with **individualized care plans** tailored to their specific types & needs.
- Designed & implemented an advanced state management system to **efficiently manage** interactions & state changes of multiple pets.
- Managed shelter operations by implementing functionalities to add new pets & track shelter capacity using a database, leading to **enhanced decision-making**.
- Tracked & updated each pet's state independently based on user actions to enhance decision-making processes & **improve user experience**.
- Added the concept of adopters, allowing users to **manage multiple adopters**, each with their own set of adopted pets.
- Engineered pet transfer features utilizing Java, HTML, & CSS, while implementing **UX/UI design & data modeling** to simulate a lifelike adoption process.
- Managed the **synchronization of external data** with the local database, ensuring consistency & accuracy, utilizing database tools to address data conflict handling & integration complexities.
- Implemented **API rate limiting & data caching strategies** to enhance performance, minimize external dependencies, & streamline processes.
- Maintained the MVC architecture utilizing Java throughout the program's evolution to ensure a **clear separation of concerns**.

- Continuously refactored the codebase to **accommodate new features** while preserving the integrity of the MVC structure.

AURORA UNIVERSITY | AURORA, IL   Aug '12 - May '15
B.A. Criminal Justice
B.A. Psychology

COMPTIA | NAPERVILLE, IL   Aug '04 - May '05
A+ Certification

- Demonstrated a solid understanding of a wide range of **IT concepts**, including hardware, software, networking, security, and troubleshooting.
- Acquired foundational knowledge critical for any IT support role, enabling **effective problem-solving** and customer service.
- Proficient in installing, configuring, and maintaining **computer hardware components** such as motherboards, CPUs, memory, and storage devices.
- Skilled in **diagnosing and repairing hardware issues**, ensuring optimal performance and minimal downtime.
- Able to troubleshoot and **resolve common OS-related issues**, ensuring smooth and efficient operation.
- Capable of setting up and **managing both wired and wireless networks**, including routers, switches, and access points.
- Adept at diagnosing and **resolving software issues**, including application crashes, installation problems, and performance bottlenecks.
- Understanding of **best practices** in safety, environmental impacts, and professional conduct in an IT setting.
- Successfully passed the **CompTIA A+ certification exams** (220-1001 and 220-1002), validating expertise in core IT support skills and knowledge.

ACHIEVEMENTS & AWARDS
Alpha Phi Sigma - 2014
Apple Best of Brand Award - 2012
Apple Best Team Member Award - 2012
Navy and Marine Achievement Medal -2011