

Melissa E. Ryan

Goleta, CA 93117 - (310) 303-9760 - Meryan569@gmail.com - [linkedin.com/in/melissaeryan](https://www.linkedin.com/in/melissaeryan)

WEB DEVELOPMENT

Builder and problem solver with broad technical skill set. Proven ability to independently complete projects with a high level of quality, and collaborate as a team player. Excellent customer service aptitude, positive attitude, and ability to work well in a fast-paced environment. Successful at learning and implementing new software and technology rapidly with an ability to work creatively in a problem-solving environment.

Technical Toolbox:

Programming/Web: HTML, CSS, and Javascript. Some knowledge of Ruby on Rails.

Software/Tools: Adobe Photoshop, Dreamweaver, Github, Heroku, Bitballoon.

Operating Systems: Windows 2000 / XP / Vista / 7 / 8; Mac OS X.

Education

CareerFoundry

Full Stack Web Development Certificate

Learned full-stack web development with an emphasis on front-end design. Languages and tools include HTML & CSS, Bootstrap Front End Framework, Javascript, jQuery, AJAX, Git Version Control, Heroku, Ruby Programming Language, Ruby on Rails MVC Framework,RSpec, User Authentication & Authorization, and Stripe Payment Processing.

University Of Phoenix Online

Bachelor Degree of Science Information Technology, 3.69 GPA

Jackson Community College

Associate Degree of Science

California State University Dominguez Hills

Project Management Certificate

Professional Experience

PayJunction – Santa Barbara, CA

April 2015 to Present

Web Development/Software Support

- Program payment modules to connect to additional shopping carts utilizing HTML, CSS, Javascript, PHP, Perl, .NET, C#, Java
- Assist outside Developers with configuration of the PayJunction API
- Build and maintain account terminals
- Build teachable, scalable, processes and manuals for other employees to follow

BEI Sensors - Goleta, CA

January 2014 to February 2015

Technical Marketing Analyst

- Identify potential growth opportunities within the B2B industrial market space
- Assist in translating market needs into technical performance requirements
- Develop product performance requirements in cooperation with the engineering department
- Produce market requirement documents, including business case analysis, timing and resource requirements
- Analyze sales records and research trends
- Prepare and present business case and market analysis results to Management Team

Epson America, Inc. - Long Beach, CA

November 2007 to January 2014

Technical Content Developer

- Planned, developed, tested, and delivered content for self-help tools and consistent information regarding product setup, use, and troubleshooting for the call center and end-user website to reduce phone calls and emails
- B2B branded support site management and content development using DocZone
- Participated in web team design and troubleshooting activities
- Posted content created in HTML to website as assigned

California State University - Los Alamitos, CA

April 2007 to August 2007

Help Desk Analyst

- Reviewed, processed, and managed all customer related issues regarding the PeopleSoft system-wide implementation project
- Provided 1st level support for issues and directly escalated to appropriate parties when necessary
- Provided executive summary of all Severity 1 problems to management

BT Infonet - El Segundo, CA

July 2006 to March 2007

Operational Quality Analyst

- Supported all users on the ERP system via Remedy ticketing system and phone calls and ensured any support tickets were resolved within three days of receipt
- Interacted with outside organizations to resolve issues that would provide improved quality in systems and tools
- Managed ad hoc asset projects to completion

Tideworks Technology - Long Beach, CA

November 2005 to July 2006

Systems Support Analyst

- Supported/maintained OCR camera software and hardware, wireless equipment throughout the ports including Access Points and Location Sensors, Viking phones and Panasonic video servers and cameras
- Supported Tideworks software including Gatevision, Mainsail, Spinnaker and Traffic Control
- Utilized Sensaphone IMS-4000 software/hardware to detect and troubleshoot problems
- Repaired, installed and maintained personal computer hardware and peripherals at several locations
- Managed local network hardware as needed
- Led a project of opening a new shipping terminal in the ports of Long Beach, which resulted in increased network security and terminal space