

# RYAN FREEMAN

## SOFTWARE ENGINEER

### CONTACT

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### PROFILE

I am software engineer skilled in React, JavaScript, Node.js, Java and Amazon Web Services. Proficient in multiple programming languages, I have worked on a variety of projects including building user interfaces and developing back-end systems. As a team player with a passion for problem-solving, I am excited to continue growing my skills and making an impact as a software engineer.

### SKILLS

React

JavaScript

Node.js

Java

AWS

### WORK EXPERIENCE

#### Software engineer

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2022–present

- Collaborating with a cross-functional team of developers, designers and business stakeholders to understand the requirements for new software projects and features.
- Implementing software solutions using best practices for coding, testing and version control.
- Participating in agile development, including sprint planning, daily stand-ups and retrospectives to streamline product delivery.
- Troubleshooting and fixing bugs identified in the software.
- Writing and maintaining documentation, including design documents and technical specifications.
- Staying up-to-date with the latest technologies and trends in the field, and continually improving my skills and knowledge.
- Working closely with other teams such as QA and operations to ensure the smooth deployment and delivery of software.
- Participating in code reviews and providing feedback to other team members.
- Writing and maintaining infrastructure as code using tools such as Terraform, Ansible and TerraGrunt.

### EDUCATION

**BSc Creative Computing**

**Dun Laoghaire Institute of Art,  
Design and Technology**

2017–2021

Achieved First-Class Honours

#### At home advisor

Apple

2014–2018

### CERTIFICATIONS

**AWS Certified Cloud Practitioner**

- Technical support role for Apple, supporting iPhone and iPad customers in EMEA, AMR and JAPAC regions.
- Listened attentively to customers' needs and maintained composure and professionalism throughout our interactions.
- Adapted to the customer, adjusting to their level of technical ability and preferred way of communicating.
- Used the PAIR troubleshooting process to resolve reasonably complex technical issues fast and efficiently.
- Took on extra responsibility as a subject matter expert to coach new hires on procedures and best practices.
- Upheld Apple's corporate business conduct policy concerning privacy, secrecy and account security at all times.
- Handled personally identifiable information responsibly and in accordance with GDPR standards.