RYAN FREEMAN

Software Engineer

hello@ryanfreeman.dev

https://ryanfreeman.dev

EDUCATION

BSC IN CREATIVE COMPUTING 1:1

Dun Laoghaire Institute of Art Design and Technology

2017-2021

SKILLS

Java

React

Amazon Web Services

JavaScript

DevOps

CERTIFICATIONS

AWS Certified Cloud Practitioner

Google Analytics for Beginners

Cisco Networking Essentials

Apple Certified Macintosh Technician

Apple Certified Support Professional

WORK EXPERIENCE

SOFTWARE ENGINEER

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2022 - Present

- Built and maintained features of the online booking engine and check in product.
- Key contributor for transforming the check in architecture from legacy IBM mainframe to modern Java microservices hosted on AWS.
- Delivered clean, maintainable code while actively reducing technical debt.
- Worked on an Agile team, participating in daily stand ups, sprint planning and retrospectives to streamline product delivery.
- Demonstrated end-to-end ownership from writing and testing code locally to deploying to production.
- Responsible for writing and maintaining product documentation.

AT HOME ADVISOR

Apple

2014 - 2018

- Technical support role for Apple iPhone, iPad and iMac customers in EMEA, AMR and JAPAC regions.
- Listened attentively to customers, maintaining composure and professionalism throughout our interactions.
- Adapted to the customers needs and level of technical ability.
- Maintained customer satisfaction and issue resolution key performance indicators >90%.
- Took on extra responsibility as a subject matter expert and mentored new hires.
- Upheld Apple's corporate business conduct policy concerning privacy and account security at all times.